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Lotus LearningSpace - Virtual Classroom V1.1

Administrator's Guide

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Chapter 1
Getting started

About LearningSpace - Virtual Classroom

IBM® Lotus® LearningSpace® - Virtual Classroom is a Web-based learning solution for delivering live classroom instruction in a business environment.

LearningSpace - Virtual Classroom provides tools for creating, scheduling, running, and attending live course sessions, and lets people who are not trained instructors easily build courses. After a course is developed in LearningSpace - Virtual Classroom, it can be managed by administrators and delivered to students in their Web browsers.

There are two basic components to LearningSpace - Virtual Classroom: Learning Home, and the virtual classroom.

The Learning Home is where

- Students are registered in the site and enrolled in courses,
- Instructors develop and schedule courses,
- Administrators manage users, courses, and site settings.

For administrators, the Learning Home displays three tabs.

For students, the Learning Home displays two tabs:

The virtual classroom is where classes take place. Classes in virtual classroom are called sessions.

Classroom materials

In traditional classrooms, instructors bring materials, such as schedules, quizzes, and notes for presentations. In LearningSpace - Virtual Classroom, materials also supplement the course. The materials that can be used include whiteboard presentations, Web pages, questions, chat, and screen sharing. Materials appear in the appropriate window after the instructor adds them to a course or session.

- **Outline** Contains all the things that will be covered during a session and allows instructors to control the flow of activities during the session. Outlines are not visible in a broadcast meeting.

- **Presentation files on the whiteboard** Allows the instructor to present information, create objects, and enter text during a session.
- **Screen sharing** Allows the instructor to start an application and share it with the others. The instructor sharing the application is the only one who must have the application installed, while others can see and work in the application.
- **Web pages** Allow the instructor to send Web site links to students during a session. When the instructor sends a link to session participants, the students' browsers open a new window and display the Web page that the instructor has selected. The students' browsers automatically switch to the new Web site address when the instructor selects a new link.
- **Assessments** Let instructors ask students a series of questions during a session and store the results.
- **Questions** Let the instructor send questions to students before or during a session. You can create questions ahead of time or on-the-fly, during a session. LearningSpace - Virtual Classroom offers the following types of questions:
  - Yes/no, which ask students to agree or disagree with a statement.
  - True/false, which ask students to judge the correctness of a statement.
  - Single answer which are multiple-choice questions that ask students to pick one, and only one, correct answer.
  - Multi-answer which are multiple-choice questions that ask students to pick all the correct answers.
  - Short answer which ask students to write a brief response.
- **Chat** During a virtual classroom session, lets any course participant post messages to instructors and other students. There are two kinds of chat. Session chat lets you send typed messages to everyone in a session. Private chat lets you send your message to a single person in the Participant List.
- **The Participant List -** Allows course participants to see information about who is attending the session. Note that the Participant List doesn't display during a broadcast session.
- **The Raise Hand button** Allows a student to notify the instructor that he or she needs attention.
- **Breakout sessions** Allow instructors to start up to three mini-sessions at a time with subsets of two or more students enrolled.

LearningSpace - Virtual Classroom sessions

Although there are many differences between a LearningSpace - Virtual Classroom session and face-to-face instruction in a physical classroom, the same principles apply to both. All participants need to:

- Prepare for the session.
- Ensure that the session is effective.
- Complete any necessary tasks after the session has ended.

Preparing for a session

Before using LearningSpace - Virtual Classroom for the first time, you should:

1. Make sure your computer includes the required hardware and software. See the supported configuration section of the Installation Guide.
2. Make sure your browser works with LearningSpace - Virtual Classroom.
3. Review the information about working with sessions.

Having an effective session

LearningSpace - Virtual Classroom sessions have an instructor who conducts the session and makes sure it runs smoothly. Students in the session occasionally contribute to the session through conversation or presentations. The session instructor and the students play different roles in ensuring an effective session.

In LearningSpace - Virtual Classroom, there are two types of instructors: primary instructors and additional instructors. Before the session, instructors of both type can edit the course to which they are assigned. During the session, the primary instructor is responsible for conducting the session and sending information to the students. Additional instructors have the potential to become primary instructors. Additional instructors have the same speaking and editing/sharing permissions as students until the primary instructor switches roles with an additional instructor. (Additional instructors, unlike students, have permission to access all breakout sessions.)

Students might contribute to the session by using the available tools in the session to interact with the instructor and other students. See the following topics for more information:

- Participating in a session
- Presenting Information in a session
- Communicating in a session

Finishing a Session

The necessary tasks for finishing a session depend on the choices that were available for the session. For example, you might want to save a whiteboard presentation from the session, and after the session is over, you might want to view a recording of the session.

LearningSpace - Virtual Classroom audio/video requirements

If you plan on using audio and video with LearningSpace - Virtual Classroom, see the following requirements.

Audio requirements

- **Sound card:** Full-duplex sound card. (You can use a half-duplex card to attend broadcast sessions as an audience member or to listen to a recorded session.) See Supported sound cards and cameras and Testing and configuring your sound card for more information.
- **Microphone and speakers:** A high-quality microphone and speakers are recommended. A headset that contains a boom microphone performs best. If you use a desktop microphone, a unidirectional dynamic microphone with batteries is best. Avoid microphones with on and off switches, unless you are sure that the microphones are well-made.

Note If you use a microphone that does not include a headset, you should use echo cancellation so that other session participants do not experience echo and feedback problems.

Video requirements

No special software or hardware is required to receive video, but the following are needed to send video:

- **Video-capturing software:** Video for Windows
- **Camera:** A high-quality Universal Serial Bus (USB) or Personal Computer Memory Card International Association (PCMCIA) PC camera. Do not use parallel port cameras with Virtual Classroom. See Supported sound cards and cameras for more information.

Tip Test your audio and video to ensure that your microphone, speakers, and video camera function properly.

Accessibility features

LearningSpace - Virtual Classroom supports the following methods of alternative access:

- Standard Windows accessibility features.
- Press TAB (to move forward) and SHIFT+TAB (to move backward) to move through radio buttons, check boxes, and other controls.
- Press ENTER to activate links and buttons.
- Use the spacebar to activate radio buttons and check boxes.
- Keyboard access to most features in a virtual classroom session:
  - Keyboard shortcuts for commonly used functions. Shortcut keys allow you to quickly access menu options by pressing a combination of keys instead of using your mouse or the arrow keys to move through menus.
  - Mnemonics for menu options and dialog boxes in the virtual classroom session. You can press these keys instead of clicking your mouse to activate menu options or fields.
- LearningSpace - Virtual Classroom installation documentation is available for downloading or printing. You can find the documentation at the Lotus Developer Domain Web site: http://www-10.lotus.com/ldd. Click the link to the Documentation Library, and then click the link to search for documentation by product. Click the LearningSpace - Virtual Classroom link to locate the documentation.

Shortcut keys

Shortcut keys allow you to quickly access menu options by pressing a combination of keys instead of using your mouse or the arrow keys to move through menus. The following table lists the shortcut keys available in a virtual classroom session. To activate a menu option, press the appropriate combination of shortcut keys on your computer's keyboard.

Menu option	*Shortcut key*
Edit - Copy Chat	CTRL+C
Edit - Paste Chat	CTRL+V
Edit - Clear Chat	DELETE or CTRL +L
Edit - Select All	CTRL+A
Tools - Raise Hand	CTRL+H
Tools - Switch to Whiteboard	CTRL+W

continued

Menu option	*Shortcut key*
Tools - Switch to Screen Sharing	CTRL+SHIFT+N
Tools - Let Others Control or Edit My Screen	CTRL+E
Tools - Control Screen Sharing	CTRL+R
Tools - Stop Sharing	CTRL+G
Tools - Audio - Increase Speaker Volume	CTRL+I
Tools - Audio - Decrease Speaker Volume	CTRL+SHIFT+I
Undo Full Screen	ESCAPE
To start a new line when typing chat messages (There is no menu option for this function.)	SHIFT+ENTER

Mnemonics

Like shortcut keys, mnemonics allow you to quickly access menu options or fields by pressing a key on your keyboard instead of using your mouse or the arrow keys to move through menus and dialog boxes. While shortcut keys work any time, mnemonics work only when the appropriate menu or dialog box is already active.

For example, when you are in a session, you can increase the volume of your speakers in any of the following ways:

- **Manually choosing the menu option:** Choose Tools - Audio - Increase Speaker Volume.
- **Using the keyboard shortcut:** Press CTRL+I.
- **Using mnemonics:** Press the following mnemonics in this order: T to activate the Tools menu, U to activate the Audio option, and P to activate the Increase Speaker Volume option.

The mnemonic is usually the underlined letter in a menu, menu option, or dialog box. Press the mnemonic letter on your keyboard to activate the menu option or to place your cursor in a specific field.

See the topics below for a list of the mnemonics that are available in each type of session:

- Mnemonics in moderated sessions
- Mnemonics in broadcast sessions
- Mnemonics in recorded sessions

Mnemonics in moderated sessions

The following tables list mnemonics and shortcut keys for menu options that are available during moderated sessions and breakout sessions that occur during the moderated session. These menu options are also available to instructors during broadcast sessions. Mnemonics are underlined. When applicable, shortcut keys are listed after menu options.

Note Some menu options appear only for the primary instructor, additional instructors and students with permission to speak, or participants with permission to edit/share.

Session menu

Main menu option	*Pull-right menu options*
Session Details	
People	• New Chat • Send File • Participants' A/V Tools
Save	• Chat • Whiteboard
Change Duration	
End Session	
Leave Session	

Edit menu

Menu option
Copy Chat CTRL+C
Paste Chat CTRL+V
Clear Chat CTRL+L
Select All CTRL+A

View menu

Main menu option	*Pull-right menu options*
Fit Shared Area to Window	
Make Shared Area Full Screen	
Video	• Float Video Window • My Video • Speaker's Video
Toolbar	
Whiteboard Tools	
Outline	• Entire Outline • Expand All • Collapse All
Interaction Tabs	• All Tabs • Session Chat Tab • Web Page Tab • Questions Tab • Breakout Session Tab

continued

Main menu option	*Pull-right menu options*
Participant List Column	• Participant List Details • Entire Column • Audio Controls • Video Windows
Sort Participant List By	• Raised Hands • Speaker • Name • Instructor • Who is Sharing • Who Has Permission to Edit/Share • Who Has Permission to Speak • Who has Permission to Access All Breakout Sessions
Default Layout	
Elapsed Session Time	
Remaining Session Time	

Tools menu

Main menu option	*Pull-right menu options*
Raise Hand CTRL+H	
Lower All Hands	
Lower Selected Hands	
Add a New Outline Item	• Attach a file to the Whiteboard • Add a Web Page • Add a Question
Self-Pacing Indicators	• First Warning Message • First Warning Chime • Final Warning Message • Final Warning Chime

continued

Main menu option	*Pull-right menu options*
Switch to Whiteboard CTRL+W	
Switch to Screen Sharing CTRL+SHIFT+N	
Share a Program	
Share My Entire Screen	
Share Part of My Screen with a Frame	
Let Others Control or Edit My Screen CTRL+E	
Control Screen Sharing CTRL+R	
Stop Sharing CTRL+G	
Attach a File to the Whiteboard...	
Ask a Question	
Show Responses to Everyone	
View Individual Responses	
Start Breakout Sessions	
Stop Breakout Sessions	

continued

Main menu option	*Pull-right menu options*
Audio	• Increase Microphone Volume • Decrease Microphone Volume • Increase Speaker Volume CTRL+I • Decrease Speaker Volume CTRL+SHIFT+I • Request Microphone • Release Microphone • Mute My Microphone • Mute My Speakers • Switch to Request Microphone • Switch to Automatic Microphone
Video	• Pause Speaker's Video • Pause My Video
Audio/Video Preferences...	

Permissions menu

Main menu option	*Pull-right menu options*
Give Microphone to Next Person	
Grant	• All Permissions • Permission to Speak • Permission to Edit/Share • Permission to Access All Breakout Sessions

continued

Main menu option	*Pull-right menu options*
Grant to Everyone	• All Permissions • Permission to Speak • Permission to Edit/Share • Permission to Access All Breakout Sessions
Revoke	• All Permissions • Permission to Speak • Permission to Edit/Share • Permission to Access All Breakout Sessions
Revoke from Everyone	• All Permissions • Permission to Speak • Permission to Edit/Share • Permission to Access All Breakout Sessions
Switch Instructor	

Help menu

Menu option
Help Topics
About...

Tabs

Tab	*Item*
Questions	• Questions asked • New • Show Responses to Everyone • View Individual Responses
Web Pages	• Web page to send • Preview • Send
Breakout Sessions	• Start Breakout Sessions • Stop Breakout Sessions
Chat	Send

Buttons

Button	*Cascading list items*
New Outline Item	• Attach a File to the Whiteboard • Add a Web Page Item • Add a Question
Screen Sharing	
Whiteboard	

Mnemonics in broadcast sessions

The following table lists mnemonics and shortcut keys for menu options that are available to students during broadcast sessions in the virtual classroom. (Instructors can use the more extensive menus available in the virtual classroom.) Mnemonics are underlined. When applicable, shortcut keys appear after menu options.

Menu	*Option*
Session	• Session Details • Save - Chat • Leave Session
Edit	• Copy Chat CTRL+C • Select All CTRL+A
View	• Fit Shared Area to Window • Make Shared Area Full Screen • Float Video Window • Audio / Video Column • Audio Controls • Display Web Pages and Questions in New Windows • Interaction Tabs - All Tabs • Interaction Tabs - Session Chat Tab • Interaction Tabs - Web Page Tab • Interaction Tabs - Questions Tab • Default Layout • Elapsed Session Time • Remaining Session Time
Tools	• Increase Speaker Volume • Fit Shared Area to Window CTRL+I • Decrease Speaker Volume CTRL+SHIFT+I • Mute My Speaker • Pause Remote Video
Help	• Help Topics • About LearningSpace - Virtual Classroom

Mnemonics in recorded sessions

The following table lists mnemonics and shortcut keys for menu options that are available during recorded sessions in the virtual classroom. Mnemonics are underlined. When applicable, shortcut keys appear after menu options.

Menu	*Options*
Session	• Session Details • Save - Session Room Chat • Leave Session
Edit	• Copy Chat CTRL+C • Select All CTRL+A
View	• Fit Shared Area to Window • Make Shared Area Full Screen • Float Video Window • Audio / Video Column • Audio Controls • Display Web Pages and Questions in New Windows • Interaction Tabs - All Tabs • Interaction Tabs - Session Chat Tab • Interaction Tabs - Web Page Tab • Interaction Tabs - Questions Tab
Tools	• Play • Pause • Stop • Fast Forward (Increments of 5 sec) • Rewind (Decrements of 5 sec) • Increase Speaker Volume CTRL+I • Decrease Speaker Volume CTRL+SHIFT+I • Mute My Speaker • Pause Remote Video
Help	• Help Topics • About LearningSpace - Virtual Classroom

Making your browser work with LearningSpace - Virtual Classroom

To make your browser work with LearningSpace - Virtual Classroom:

- Ensure that your browser is enabled to accept cookies. Cookies are small files that LearningSpace - Virtual Classroom stores on your computer. These files tell LearningSpace - Virtual Classroom that you are authorized to attend certain sessions. For example, If your browser does not accept cookies, you cannot attend password-protected sessions.
- Ensure that the following options are enabled in your browser's preferences:
  - Java™
  - ActiveX® Controls (Microsoft Internet Explorer only)
  - JavaScript™ (Netscape Communicator only)
  - Plug-ins (Netscape Communicator only)
  - SmartUpdate (Netscape Communicator only)

You might need to configure your browser to use a proxy server. If so, obtain the server name and port number from your system administrator, and then set up your browser to use the proxy server. Consult your system administrator before changing any proxy settings.

Chapter 2
Managing LearningSpace - Virtual Classroom

LearningSpace - Virtual Classroom Administration

The Administration page lets administrators

- Register users and manage user profiles
- Manage the courses that are offered in the LearningSpace - Virtual Classroom,
- Manage servers
- Manage system-wide site settings

To select the area that you want to manage, click a view in the left-hand navigator.

Managing registered users, instructors, and administrators.

The registered users, instructors, and administrators views let administrators register users and manage user profiles.

Actions

From these views, you can do the following:

- Add users
- Remove users
- Import multiple users from a text file
- Edit user profiles
- Find user profiles

Managing the course catalog

The Manage Course Catalog view of the Administrator page lets administrators manage all the courses offered in their LearningSpace - Virtual Classroom site.

You can change how information displays within the view by:

- Clicking the course title to see details about that course and the sessions that are offered.
- Selecting Hide obsolete. This excludes from the view any courses that have been removed from LearningSpace - Virtual Classroom.

Status

A course can have one of the following status settings:

Status	*Description*
Not yet available	The instructor has not published the course to the catalog yet.
Active	The instructor has published the course to the course catalog, and students can be enrolled.
Obsolete	The course has been marked obsolete in LearningSpace - Virtual Classroom and no longer displays in the course catalog. It can be restored.

Actions

From the Manage Course Catalog page, you can do the following:

- Enroll students in a session
- Unenroll students from a session
- Restore courses
- Change course instructors
- Schedule sessions
- Change or remove scheduled sessions
- Work with generated courses

Managing servers

The Manage servers view of the Administration page lets you view all your registered servers by their host names.

Server types

Servers can be the following types:

- **Catalog server** — the Domino-based database for managing users and courses. This server is always grouped on the same machine as the Content server.
- **Content server** — the QuickPlace-based server that contains the course content. Each course contains outlines and course materials.
- **Session server** — the Sametime-based server where sessions take place.

You can have all of these server types on a single server or you can have the Catalog server and the Content server sharing one server and the Session server on another. You can have a multiple number of Session servers, but you can only have one Catalog/Content server.

You can use the Servers view to restrict a server from hosting new sessions.

Managing site settings

The Manage Site Setting view of the Administration page displays the number of registered users at this site as well as the system-wide settings in LearningSpace - Virtual Classroom. Make whatever changes you want to the default settings on this page and then click Save Changes.

Actions

From the Manage Site page, you can do the following:

- Allow students to register themselves
- Find the number of registered users
- Set a default invited server
- Set a default e-mail client
- Turn off e-mail notifications
- Change LDAP directory settings

Chapter 3
Managing users

About permissions

User profiles organize LearningSpace - Virtual Classroom users into groups with different degrees of access to product features. These groups are named permissions groups. The following list describes the three permissions groups.

- **Students** have access to My Sessions, the Course Catalog, the actual session in which they are enrolled, and if they are granted permission by their instructor, they have access to the classroom materials for editing and sharing in the session.

  All users are automatically members of the students group. All users removed from the instructor and administrator groups are still members of the student group by default.

- **Instructors** have access to everything that's available to a student, and they can also:

  - Create courses and schedule sessions for their courses
  - Assign other instructors to sessions or courses
  - Add items to the library that can be used by other instructors.

  If a session has multiple instructors, only one instructor at a time can have instructor permissions: the primary instructor. Additional instructors have the potential to become primary instructors.

  Primary instructors:

  - Control the course outline
  - Switch between presentation files on the whiteboard and screen sharing
  - Control the audio and video (speaker privileges)
  - Access all breakout sessions
  - Send Web pages and questions
  - Grant data sharing, breakout session access, and speaker privileges to others

- Promote additional instructors into the primary instructor role. (Students cannot be promoted)

All instructors can edit a course outline and create sessions.

- **Administrators** can access everything that's available to a student, as well as Administration tools for managing users, the course catalog, servers, and the site.

Adding users

Every LearningSpace - Virtual Classroom user needs to be registered with the system before he or she can participate. You register a user by adding a user profile to LearningSpace - Virtual Classroom. All users are automatically added to the student permissions group. As you follow this procedure, the interface that displays varies, depending on whether your site uses a local LearningSpace - Virtual Classroom directory or a corporate LDAP directory.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Registered Users.
3. Click Add Users.

   If your site uses a local LearningSpace - Virtual Classroom directory, an Add Users screen displays with four columns in each row. If your site uses a corporate LDAP directory, an Add Users screen displays with a single column entry box.

Adding users to a local LearningSpace - Virtual Classroom directory

1. In the Add Users screen, enter the following information for each user:

   Login. Enter a unique login ID. It can contain alphabet characters, numbers, dashes (-), and underscores (_), but spaces are not allowed.

   Display name. Enter the user's name how you want it to display to other users. Use a format that follows any conventions established at your site (Last name, first; First name, first; nicknames, etc).

   E-mail. (Optional) Enter the user's e-mail address. This address is used to notify the student of his or her enrollment status.

   Password. Enter a password. A secure password is mixed-case and contains numbers and punctuation, instead of entirely lowercase alphabet characters. Your site may have its own rules regarding passwords.

2. (Optional) If the new users are instructors or administrators, check the appropriate box under the Permissions heading. A user can be both an instructor and an administrator.

3. Select an e-mail client for the users if it is different from the default e-mail client.
4. (Optional) Click the "QuickPlace accessibility mode" check box to enhance keyboard and screen reader accessibility.
5. Select the broadcast server to use for broadcast sessions**.**
6. Click Add Users to add your list of users.
7. When the Adding users confirmation screen displays, check to see if any users that you specified did not get added.
8. Click "Back to User Administration."

Adding users if your site uses a corporate LDAP directory

If your site uses a corporate LDAP directory, students are automatically registered in LearningSpace - Virtual Classroom when you enroll them in a session. To add instructors and administrators, you must follow these steps:

1. In the Add Users screen, enter the user's Login name (the Distinguished Name) that is recognized by the external directory. Press Enter after each name you add. If you don't know a user's Login name, click “Look up...” to find it in the directory.
2. Check the appropriate box under the Permissions heading. A user can be both an instructor and an administrator.
3. Select an e-mail client for the users if it is different from the default e-mail client.
4. (Optional) Click the "QuickPlace accessibility mode" check box to enhance keyboard and screen reader accessibility.
5. Select the broadcast server to use for broadcast sessions.
6. Click Add Users to add your list of users. LearningSpace - Virtual Classroom retrieves users' display names and stores them locally. Display names are derived from the user’s common name (designated as CN).
7. When the Adding users confirmation screen displays, check to see if any users that you specified did not get added.
8. Click "Back to User Administration."

Communicating with users

You need to provide users with the following information:

- Make sure that users' Web browsers support JavaScript and accept cookies.

- If you allowed users to register themselves with the system, describe the format of their user IDs if you require one. Let users know if you want them to include their e-mail address when they register.
- If you do not allow users to register themselves, inform them of the login name and password (if any) that you have assigned them.
- If you have email notification turned off, you need to tell users when you have enrolled them in a course.

Editing user profiles

You can change a user's display name, password, broadcast server, permissions, and e-mail address in the user's profile. You cannot change the user's login.

If your site uses a corporate LDAP directory for creating user profiles, note the following:

- You cannot change the user's password or e-mail address in the LearningSpace - Virtual Classroom interface. Make these changes in the corporate LDAP directory itself.
- Any changes that you make in the user profile do not get written back (updated) to the external directory.

If a user is scheduled to teach an upcoming class, you cannot remove the check from the instructor’s permissions checkbook.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select the type of user profile that you want to edit (registered users, administrators, or instructors).
3. Click the user's login. The user's profile displays.
4. Click Edit.
5. Edit the settings that you want to change.
6. Click Save changes.

Removing users

Removing a user removes the user's profile from LearningSpace - Virtual Classroom as well as the permissions group to which the user belonged. Records of assessments and courses that a student took remain.

1. In the Learning Home, click the Administration tab.
2. Click the user's login. The user's profile displays.
3. Click Remove User.
4. If the user is an instructor and has any upcoming sessions, a message displays telling you that you cannot the instructor until the sessions

have been reassigned. Click Edit next to any upcoming sessions and reassign these sessions.

5. When the Remove user confirmation appears, click "Back to User Administration."

Finding user profiles

Follow these instructions to search for a user profile. A user must be registered in order to appear in your search results.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select the type of user that you want to find (registered users, administrators, or instructors).
3. Click Search.
4. Enter the login or display name of the user that you want to find.

   You can specify only the beginning characters in the field value. The search results are based on all matches with those beginning characters.

   For example, a search on a display name entry of “Adams”, could return the following results:

   Adams, John

   Adams, Abigail

   Adamson, Dana

   Adamson, Carla
5. Click Go.

The search results display beneath the query statement.

Enrolling students in a session

You can enroll students in a session until the session ends. Unless you have turned off e-mail notification or if users have no specified e-mail address, they automatically get notified of their enrollment.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.

   Note A course is obsolete when it has been removed from LearningSpace - Virtual Classroom, and students can no longer be enrolled.
4. Click the course title to see the upcoming sessions for that course.

5. Find the session in which you want to enroll the student, and click Enrollment.
6. Click Add... next to the Enrolled students list.
7. (Corporate LDAP directories only) Select Person or Group.

   If you select Group, then all the members of that group are enrolled in the session.
8. Click the letter that the student's name starts with, and then select the student that you want to enroll.
9. Click Add, and then click Close.
10. Click Save changes.

What happens next

Once you have enrolled a student, he or she receives an e-mail message with instructions on joining the session.

Note Students must have an e-mail address recorded in their user profiles in order to receive the message. Also, your session is scheduled in your calendar if it supports Lotus Notes or Microsoft Outlook formats.

Unenrolling students from a session

You can unenroll students from a session. Unless you have turned off e-mail notification, or the students have not specified e-mail addresses, they automatically get notified of their unenrollment in an e-mail.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) To remove from view sessions that have already occurred, select the Hide obsolete box.
4. Click the course title to see the upcoming sessions for that course.
5. Find the session from which you want to unenroll the student, and click Enrollment.
6. Select the student you want to unenroll, and click Remove from list.
7. Click Save changes.

Allowing students to register themselves

Depending on how much control you want to have over the registration process, you can allow students to register themselves. You turn on this feature in the Site Settings interface.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.

3. Click Edit.
4. Select "Users can register themselves as students."

   If your site uses a corporate LDAP directory, users are automatically registered the first time they sign in to LearningSpace - Virtual Classroom.
5. Click Save Changes.

Importing multiple users from a text file

You can add new users by importing files from outside LearningSpace - Virtual Classroom.

Preparing text files

If your site uses a local LearningSpace - Virtual Classroom directory, use the following guidelines to create a text file with the member information you want to import:

- Each row of the file must contain the following fields with information for each member: *login name*, *display name*, *e-mail address, password*. See the examples at the end of this topic.
- Separate fields with a comma.
- The login name cannot have spaces.
- The login name, display name, and password cannot be blank. If you omit an email address, insert a comma in its place.

If your site uses an external directory, each row in the text file must contain the login name of a user.

Importing text files

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Registered Users.
3. Click Import.
4. Enter the name and path of the file that you want to import, or click Browse to find it.
5. Click the check box next to the groups to which you want to add the imported users. They get automatically added to the Student group.

   Note   Users can be members of both the instructor and administrator groups.
6. Select an e-mail client.
7. Select a broadcast server to use for broadcast sessions.
8. Click Import users.

9. When the Importing users confirmation screen displays, check to see if any users that you specified in the text file did not get added.
10. Click "Back to User Administration."

Examples

csmyth,cara smyth,Csmyth@mycompany.com,temp21PW

Jkwan,jack kwan,jkwan@mycompany.com,temp21PW

Jortega,janice ortega,,temp21PW

Finding the number of registered users

You can find the total number of registered LearningSpace - Virtual Classroom users at you site.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.

Chapter 4
Managing courses

Viewing the results of completed sessions

You can view the details of completed sessions, such as who attended the session, and student test results. You cannot change this information.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.

   Note A course is obsolete when it has been removed from LearningSpace - Virtual Classroom, and no longer appears in the course catalog.
4. Click the course title to see the sessions for that course.
5. Find the session in the Completed sessions section — right after the Upcoming sessions section.
6. Click View session details.
7. (Optional) Click View attendance to see a list of the session attendees.
8. (Optional) Click View responses to see student responses to assessments.

Marking courses obsolete

You can temporarily remove a course from LearningSpace - Virtual Classroom by changing the course's status to obsolete. You cannot make a course obsolete if it has any active sessions, so you must cancel those sessions first or wait until the sessions have occurred. When a course is obsolete, the course data is not removed from the system, and you can still display details about the course, but you can no longer enroll students. You can also restore a course later.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.
4. Click the course title.
5. Check that there are no active sessions under Upcoming Sessions.

6. Click "Mark as obsolete."
7. When the confirmation displays, click "Mark as obsolete" again.
8. Click "Back to Manage Courses."

Restoring courses

You can restore courses that have been flagged as obsolete. Once a course has been restored, it is just like it was before you marked it as obsolete.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.
4. Click the course title.
5. Click "Restore course."
6. Click "Back to Manage Courses."

Changing course instructors

You can add or remove instructors from a course. When you add an instructor, he or she can modify course contents, create and delete sessions, and add other instructors to the course.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.
4. Click the course title.
5. Click Change next to the instructors value.
6. Click "Add...."

   A list of all users with instructor permissions displays.
7. Select the instructor you want to add to the list of course instructors, and click Add.
8. Click Close when you have finished adding instructors.
9. Click Save Changes.

Removing course instructors

To remove an instructor, follow the previous instructions and instead of clicking "Add...," select the instructor and then click "Remove from list." When the confirmation displays, click Remove.

You cannot remove an instructor who is scheduled to teach upcoming sessions of the course.

Scheduling sessions

You can schedule a new session of a course up to one hour before you want the session to begin. Since you can only enroll students up to one hour before the session begins, allow yourself or the students enough time to enroll.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.
4. Click the course title.
5. Click New session.
6. Enter the following information:
   - Enter the date, start time, and duration of the session. (Required fields)

     Note The session is actually available 15 minutes before the start time indicated on this page so that instructors can access the session ahead of time to set up the class.
   - Select the type of session this is: Moderated (a session that allows interactions between students and the session) or Broadcast (a session that does not allow student interaction with the session).
   - Select the session server where you want the session to run. For example, if you know in advance that most of the students attending the session will be joining from a particular country, you might select a server in that country. The default value is "Use any available server."

     Note If LearningSpace - Virtual Classroom is unable to schedule the session on the specified server after three attempts, any available server is used. A session server might be unavailable because the server is down and needs to be restarted.
   - Specify whether students can enroll themselves in the session or if they must be enrolled by the LearningSpace - Virtual Classroom administrator. Also, specify whether there is a maximum number of students who can enroll in the session.
   - Select the primary (required) and additional instructors for this session. Instructors for this session may be any LearningSpace - Virtual Classroom instructor listed as an instructor for this course.
   - Select the tools to use during this session: Audio/video, chat, and whether the session will be recorded.
   - Select whether the session will be encrypted, for additional security.
   - Select whether performance should be optimized for modem users.

7. Click Create session.

Changing or removing scheduled sessions

You can modify or remove existing scheduled sessions. You can change the following information in a session:

- Date and time
- Session type (moderated or broadcast)
- Student enrollment
- Primary or additional instructors
- Tools used in the session
- Security and performance choices.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Course Catalog.
3. (Optional) Select or deselect the Hide obsolete box.
4. Click the course title.
5. Under Upcoming sessions, click the date and time of the session that you want to modify.
6. Click Edit.
7. Change information in the session that you want to modify.
8. Click Save.

Removing scheduled sessions

If you want to remove a scheduled session of a course, follow the previous instructions. Instead of clicking Edit, click Remove session.

Chapter 5
Managing the site

Turning off e-mail notifications

Whenever a student enrolls in a course, an e-mail notification is automatically sent to the student with instructions for joining the session. A student also receives a reminder if the student's enrollment status changes (for example, the session is canceled or rescheduled, or the student has been unenrolled).

Instructors receive e-mail notifications:

- When they are assigned a session
- When assignment status changes (for example, the session is canceled or rescheduled, or another instructor has replaced him or her).

If you no longer want to send reminders and status change notices, you can turn off e-mail notification by following these instructions:

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.
3. Click Edit.
4. Deselect the Session notification box.
5. Click Save Changes.

Changing LDAP directory settings

If your site uses a corporate LDAP directory, you can change the following settings:

- **Server name** The name of the server where the LDAP directory resides.
- **Port number** The port number for the server.
- **User name** The fully qualified name of the directory's administrator.
- **Password** The password of the administrator.

To change the settings, follow these instructions:

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.
3. Click Edit.

4. Make your modifications.
5. Click Save Changes.

Allowing/restricting new sessions

The Manage servers page lets you see a server's hosting status in LearningSpace - Virtual Classroom. By default, all session servers can host new sessions. You can restrict new sessions from being added to a server. This can help you to control performance issues on an individual server, as well as to distribute sessions across multiple servers.

Follow these instructions to restrict new sessions from being added to a server:

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Servers.
3. Click the host name of the server that you want to restrict from hosting new sessions.
4. Next to “Allows new sessions,” click "Change Setting."

   The setting changes to No.

   Note This doesn’t affect existing sessions.

Setting a default e-mail client

You can specify a default e-mail client for all new users at your site. Specify Lotus Notes, Microsoft Outlook, or plain text formats. You can override this value when you add or import users, or when you edit an individual user’s profile.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.
3. Click Edit.
4. Select a default e-mail client.
5. Click Save Changes.

Setting a default broadcast server

LearningSpace - Virtual Classroom uses broadcast servers for broadcast sessions. You can override this value when you add or import users, or when you edit an individual user’s profile. Follow these instructions to set a default broadcast server.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Site Settings.
3. Click Edit.

4. Enter the host name of the default broadcast server.
5. Click Save Changes.

Chapter 6
Preparing to take sessions

Getting started

LearningSpace - Virtual Classroom is a Web-based learning system of instructor-led classes. All online work is done through your browser.

To enroll in courses, click the Course Catalog tab at the top of the Learning Home window. Click a course in the course table to display its description.

To view courses in which you are already enrolled, click the My Sessions tab in the Learning Home window. Click a course to display its description.

When you attend a session, your instructor can present materials in the form of slides and documents, Web pages to visit, shared applications, and question-and-answer sessions. You can also chat with other students and instructors in the class.

Changing your password

You can change your password using one of the following methods:

- Ask your administrator to change your password.

  If you have forgotten your password, this is the only choice you have.
- Change your password yourself, if your site allows it.

  Note If your site uses a corporate LDAP directory, you cannot change your password yourself using the Learning Home. Contact your administrator.

To change your password yourself:

1. In the Learning Home, click Change password in the upper-right corner.
2. Enter your current password.
3. Enter a new password, and then reenter it.

   Note A secure password has eight or more characters, and contains numbers and mixed case alphabetic characters. Your site might have its own requirements.
4. Click OK.
5. When the confirmation displays, click Close window.

Using the course catalog

Use the Course Catalog page in the Learning Home window to select a course in which you want to enroll.

You can change the view by:

- Clicking "By Course Title" or "By Date" in the View section.
- Clicking on the title to see details about that course, and to enroll.

Date and time

A session of a course can have one of the following date and time settings:

Date and time	*Description*
Date and time	Actual date and time of an upcoming session
No upcoming sessions	A course has no available upcoming sessions.

Course details

When you click on a course title in the course catalog, details about that course display. Included in course details are the following:

- A description of the course.
- Upcoming sessions. The dates, times, instructors, and status for upcoming sessions of the course in which you can enroll. A session can have one of the following status settings

Status	*Description*
Full	The session has no more room, so you cannot enroll.
Open enrollment	The session still has room, so you can enroll.
Closed enrollment	You are not allowed to enroll yourself in this session. Contact your LearningSpace - Virtual Classroom administrator in order to get enrolled.

Preparing to use audio and video

If your session of LearningSpace - Virtual Classroom includes computer audio and video, you can talk to the instructor and other students just as though you were seeing them face to face. Before you attend your first audio/video session, follow these tips to ensure that your session is successful:

- Make sure your computer includes the required hardware and software for audio/video sessions.
- Use LearningSpace - Virtual Classroom to test your audio and video.
- Test and configure your sound card.

Useful terms

The following terms will help you use your audio and video effectively:

General terms

- **Device driver:** A device driver allows a hardware device (such as a camera) to interact with a program that uses the device.

Audio terms

- **Sound card:** A hardware component that allows your computer to record or produce sounds.
- **Full duplex:** Describes a sound card that allows you to speak and listen at the same time. You must have a full-duplex sound card to participate in interactive sessions. (You can use a half-duplex sound card for broadcast sessions or when viewing a recorded session.)
- **Half duplex:** Describes a sound card that does not allow you to speak and listen at the same time. If you are using a half-duplex sound card and someone interrupts you while you are speaking, you will not hear the interruption. You can use a half-duplex sound card for broadcast sessions or when viewing a recorded session.
- **Recording device:** The device that your computer uses to record computer audio; usually a sound card for a microphone or speakerphone. If you have more than one sound card, you can choose your preferred recording device in the audio preferences for the virtual classroom.
- **Playback device:** The device that your computer uses to play computer audio; usually a sound card for speakers or headphones. If you have more than one sound card, you can choose your preferred playback device in the audio preferences for the virtual classroom.
- **System mixer:** Software on your computer that allows you to set volume levels for the audio components on your system (such as your microphone and speakers). You can access the system mixer from audio preferences.
- **Microphone sensitivity:** Your microphone's sensitivity to surrounding noise, such as shuffling papers or typing on the keyboard. You can adjust the microphone sensitivity to ensure that you do not transmit noise when another participant is speaking.

- **Echo cancellation:** A feature that eliminates any echo caused by audio coming out of your speakers and going back into your microphone. This type of echo can occur when your speakers and microphone are too close together (for example, if you are using a laptop with speakers and microphone set close together or if you move your microphone too close to your desktop speakers). To eliminate echoes in your sessions, you can use headphones or a speakerphone with echo cancellation, or you can select the echo cancellation check box in the audio preferences of the virtual classroom.
- **Unidirectional microphone:** A microphone that picks up most of its sound from directly in front of the microphone. A unidirectional microphone is recommended for use with the virtual classroom unless you are using a 360-degree video camera. (Use an omnidirectional microphone with a 360-degree video camera.)
- **Omnidirectional microphone:** A microphone that picks up sound from all sides. Use an omnidirectional microphone when you are using a 360-degree video camera.

Video terms

- **Video card:** A hardware component that allows your computer to produce video images. Also known as a video capture device. You can choose your preferred video card (or video capture device) in the video preferences for the virtual classroom.
- **Video capture device:** Either a video card (see definition above) or a Universal Serial Bus (USB) camera.
- **Video format:** The format that the camera uses to pass video images between the camera and the waiting program (such as the virtual classroom). You can set your video format in the video preferences for the virtual classroom.
- **Video size:** Defines how many pixels, or dots, make up each video image. LearningSpace - Virtual Classroom supports two video sizes: 176 x 144 or 160 x 120. You can choose a video size in the video preferences.

Supported sound cards

The following lists identify sound cards that you can use with LearningSpace - Virtual Classroom.

Note All product and company names mentioned herein may be the trademarks or registered trademarks of their respective owners.

Any correctly installed full-duplex sound card should work with LearningSpace - Virtual Classroom.

- CrystalWare (integrated)
- Montego A3D Xstream
- SoundBlaster Live Value
- ALS120
- Aureal Vortex A3D SQ1500
- Aureal SB Audio PCI 64V
- ES1887 (integrated)
- Montego II A3D
- Montego II Quadzilla
- Rockwell WaveArtist
- SoundBlaster PCI 128
- SoundBlaster PCI 512
- SoundBlaster 32 AWE
- SIIG SoundWave Pro PCI
- Yamaha DS-XG (integrated)
- Creative Crystal PnP Es 1868
- Creative Sound Blaster Creative 16 Plug & Play
- Creative AWE64
- Creative SoundBlaster PCI
- Addonic (PCI)
- Crystal Audio (DELL onboard sound card)
- Crystal SoundFusion PCI Audio Accelerator (IBM Thinkpad® default)

Supported cameras

The table below lists supported cameras for each operating system. If your preferred camera is not listed, check with your system administrator to obtain the most recent information about supported cameras. Universal Serial Bus (USB) cameras are recommended for use with LearningSpace - Virtual Classroom. The cameras listed below are all USB cameras.

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Operating System	***Supported Cameras***
Windows 98	ATI All-In-Wonder Pro (PCI capture card only; does not include a camera) IBM PC Camera IBM PC Camera Pro Max Creative Video Blaster WebCam 3 Intel PC Camera Pro Pack Intel PC Camera Pack Kodak DVC325 Logitech QuickCam Home Logitech QuickCam Express Logitech QuickCam WebCam Logitech QuickCam VC Alpa Cam Nogatech USB Digital Micro Cam Creative Video Blaster WebCam Go Webeye PC370 Boser BS105B (requires capture card) I-O Data USB-CCD GV-VCP2 (PCI capture card only; does not include a camera) GNet DZ eye Orite USB PC Camera QuickCapture-EZ Video Capture card CA-120P, Orite Technology (requires capture card) 3Com HomeConnect
Windows NT 4, Service Pack 6	3Com Big Picture

continued

Operating System	Supported Cameras
Windows 2000 Professional	3Com HomeConnect Hauppauge WinTV (PCI capture card only; does not include a camera) Webeye PC370 Kodak DVC325 Logitech QuickCam VC Alpa Cam Logitech QuickCam WebCam Logitech QuickCam Express Logitech QuickCam Home Orite USB PC Camera IBM UltraPort™ IBM PC Camera Nogatech USB Digital Micro Cam
Windows XP	3Com HomeConnect Creative Video Blaster WebCam 3 IBM PC Camera IBM PC Camera Pro Max Intel PC Camera Pro Pack Logitech QuickCam Home Logitech QuickCam Express Logitech QuickCam WebCam Hauppauge WinTV (PCI capture card only; does not include a camera)

Note LearningSpace - Virtual Classroom supports the TotalView High Res 360-degree video camera from BeHere Technologies. For more information about this camera, such as required hardware and software, see the camera documentation.

Testing your audio and video

LearningSpace - Virtual Classroom allows you to test your audio and video before joining a session. You can test your audio and video when you test a session from the My Sessions tab in the Learning Home. (If you only plan to attend broadcast sessions, you do not need to test your audio and video.)

The first time that you test your audio and video, you might see some Security Warnings. Click Yes or OK in the warning dialog boxes to test your audio and video.

To test your audio and video:

1. In the Learning Home, click the My Sessions tab.
2. Click “Click here to test your set-up before attending your first session.”

3. The Test Session window appears, with text in the left frame and a virtual classroom session, including video windows and audio controls, in the right frame. You should be able to see your own video image in both the My Video and Speaker's Video windows.
4. When you are ready to test your audio and video, click the "Test your audio/video" link in the Test Session window.
5. Audio and video Help text appears on the left side of the Test Session window. Follow the instructions to test your microphone, speakers, and video camera.
6. When you have finished testing, click Done in the Test Session window. Your audio and video are now ready for a session in the virtual classroom.

Testing and configuring your sound card

To ensure that your sound card will perform well during sessions, you can:

- Ensure that you have a full-duplex sound card.
- Use the Sound Recorder to test the recording and playback capabilities of the sound card.

Ensuring that you have a full-duplex sound card

To use audio and video in most sessions, you must have a full-duplex sound card. A full-duplex sound card allows you to record and play audio simultaneously. To verify that your sound card is full duplex, check your sound card documentation.

Testing record and playback capabilities

You can use the Sound Recorder program on your computer to test your sound card's capabilities. To open the Sound Recorder, choose Start - Programs - Accessories - Entertainment - Sound Recorder.

To test your sound card:

1. Choose File - New.
2. Click the Record button (the button with the red circle).
3. Speak into your microphone to record your voice.
4. Click the Stop button.
5. Choose File - Save As, and then name and save the file.
6. To play the sound file, open the file and click the Play button.

Managing your sessions

The My Sessions page of the Learning Home window shows all the sessions that you are scheduled to take. If you are an instructor, the My Sessions page also shows the sessions that you are assigned to teach.

You can change the view by

- Clicking the title to see details about that session.
- Selecting Hide completed. This excludes any sessions that you have completed from the view.

From the My Sessions page you can:

Status

A session can have one of the following status settings:

Status	*Description*
Need to take pre-session assessment	You must take an assessment before you can attend the session.
Enrolled	You are enrolled in the session. If a pre-session assessment is required, you have taken it.
Completed	You have completed the session.

If you are an instructor, sessions your are teaching can have one of these status settings:

Status	*Description*
Primary instructor	You are the main instructor for this session. You have control of the classroom materials.
Additional instructor	You are an instructor assigned to the session. You do not have control of the classroom materials until the primary instructor switches roles with you.
Completed	You have completed the session.

Viewing session details

Clicking the session title displays the following information:

- **Course number** An instructor might assign a number to each course.
- **Description** A brief description and an outline of the course contents.
- **Session information** The session date, starting time, status, and instructor. You can join a session here, or unenroll.

  Instructors can click "View attendance" to see a list of the students enrolled in a session.

- **Optional components** If your session includes pre-session assessments, then they display here. You take assessments here, or view your results (you can only see your own results).

  After a session finishes,

  - Any in-class assessment results display here.
  - If the session was recorded, then the link to replay it is here.
  - Instructors can see enrollment information, the assessment results of all the students in the session, and saved whiteboard presentation files.

About sessions

In LearningSpace - Virtual Classroom, a session is a live online class in which all participants sign in at the same time. The beginning and ending times for a session are specified by the instructor.

When students attend a session, they see the virtual classroom window. Instructors and students interact in the virtual classroom. For example, they can work with other participants in a shared application, present information on the whiteboard, or post chat messages.

Session types

There are two types of sessions that provide different levels of interaction:

- Moderated sessions

  Instructors use moderated sessions for small to medium-size classes with lots of interaction between instructors and students. An instructor has the option of offering breakout sessions within the moderated session.

- Broadcast sessions

  Instructors use broadcast sessions for large classes where the students only need to watch and listen to the instructors. There is no interaction between students and instructors in these sessions.

About broadcast sessions

Broadcast sessions differ from moderated sessions because most students in the session are passive participants who cannot contribute to the session. Typically, courses are delivered in broadcast sessions when the expected enrollment is too large to accommodate a lot of in-class interaction.

When you are a student in a broadcast session, you can watch and listen, but you cannot interact with the instructor during the session. Only the instructors(s) can send and respond to questions, raise hands, draw on the whiteboard, share and control screens, and use chat.

Broadcast sessions and multiple severs

If many students attend a broadcast session, allowing them to attend the session from one or more servers has the following advantages:

- Better server performance

  Large numbers of students can access different servers to attend the same session. System resource usage is split among multiple servers, which results in better server performance.

- Reduced network usage

  Students in remote locations can access a local server to attend a session which reduces network usage and improves session performance.

To spread the student load among multiple servers, you need to assign each student to a broadcast server. A broadcast server is the server that is geographically closest to that student.

Assigning broadcast servers

To set a default broadcast server for all users, see Setting a default broadcast server. You can also assign a broadcast server different from the default one, when you add users. Follow these instructions to change a broadcast server for individual students.

1. In the Learning Home, click the Administration tab.
2. In the left-hand navigator, select Registered users.
3. Click the Login name of the student that you want to assign to a broadcast server.
4. Click Edit.
5. Select the broadcast server for this student.
6. Click Save.

Enrolling yourself in a course

If you have registered in LearningSpace - Virtual Classroom, you can enroll in courses. There are two ways to enroll in a course:

- Your administrator can enroll you in a course if its status in the course catalog is "Closed enrollment," or even if its status is “Open enrollment.”
- You self-enroll if the course has open enrollment.

You can enroll in a course up to fifteen minutes before it begins as long as it is not full. Follow these instructions to enroll yourself.

1. In the Learning Home, click the Course Catalog tab.
2. Find the course by clicking "By Course Title" or "By Date" in the left-hand navigator.
3. Click the course title.

   Details about the course display.
4. Find a session with a status of "Open enrollment" that is convenient for you. Click Enroll.

   An enrollment confirmation displays.
5. Click OK to confirm your enrollment.
6. If an assessment is included, you can either click Take Assessment, or take it at another time.
7. Click Close Window.

Note To unenroll from a session, see Unenrolling yourself from a session.

Attending a session

You can attend a session of a course you have enrolled in, up to fifteen minutes before the session is scheduled to begin. Before you attend the session test your audio and video.

Viewing the outline

Check the outline to familiarize yourself with the materials in the session.

1. In the Learning Home, click the My Sessions tab.
2. Click the session title that you want to attend.
3. Under the Description section, click View outline.

Take a pre-session assessment

Some courses include a pre-session assessment that you take before you can join a session. Some are required; others are not.

1. In the Learning Home, check to see if your course includes a pre-session assessment by clicking the course title in the My Sessions page.
2. If the Session details include a pre-session assessment section, click Take assessment.
3. After you complete the assessment, click View answers to see your results.

Attending the session

The following procedure describes how to attend a session. If you received an e-mail notification about your enrollment, the e-mail links you directly to the Session detail page — the last step in this procedure.

1. In the Learning Home, click the My Sessions tab.
2. Click the session title that you want to attend.
3. Be sure you have completed any pre-session assessment requirements. See the previous section.
4. Under Session information, click Attend session. If the session is not yet available, you will see a message.

   Note Sessions are not available until fifteen minutes before their start time.

Responding to invitations to join a session

An instructor can invite you to a session if you were unable to enroll or if you only want to audit the class. If you are invited to a session, you can respond in the following ways:

- To accept the invitation, click Join.
- To decline and close the invitation, click Close.

Unenrolling yourself from a session

If your session allows self-enrollment, you can unenroll from a session you don't want to attend.

1. In the Learning Home, click the My Sessions tab.
2. Click the course title.
3. Under Session details, click Unenroll.

   Note If there is no Unenroll button, contact your site administrator to unenroll you.
4. When the confirmation displays, click Unenroll.
5. Click Back to My Sessions.

If your site supports e-mail notification, you receive an e-mail confirmation of your unenrollment.

Chapter 7
Having an effective session

Observing a session

During a virtual classroom session, you can view:

- A presentation, such as a shared screen or a presentation file on a whiteboard
- Session information, such as who else is in the session.
- Web pages that the primary instructor sends.
- Responses to questions that the primary instructor shares.

Note There are fewer options available for participants in broadcast sessions. See Participating in a broadcast session.

Tips for arranging the session

Use the following tips to arrange the layout of the session to suit your needs. Any changes that you make only affect your view of the session - not the views of other students or instructors.

Screen sharing, floating video, and the session

When you are sharing your screen or a program, you are usually working in the shared screen or program, and you can no longer see the session. Use the information below to make sure that you can see video, the Participant List, the audio controls, and the Interaction Tabs while you are sharing:

- To see video while sharing your screen, float the video windows. When the video windows are floating, you can place them next to the screen or program that you are sharing on your computer.

  Tip Remember that if you are sharing your entire screen, everyone in the session will see your video windows when you float them.

- If you want to see the entire session while sharing your screen, resize your browser window by using the buttons in the top right corner of the browser. You can also put your mouse pointer at the bottom right corner to resize window (the mouse pointer becomes a double arrow). When you resize the browser, you can make more or less of the session visible, and then place your browser next to the shared program so that you can see both at once.
- Use the tips below to reduce the size of the session, or to make only certain elements visible. For example, if you are not using the Participant List, you can hide the Participant List column so that it is no longer visible.
  - Drag the splitter (the black bars that appear when you move your mouse pointer over the top of the Interaction tabs) to make the tabs larger or smaller.
  - Expand or hide the Interaction Tabs by clicking the black arrows on the splitter.
  - Expand or hide the outline by clicking the black arrows on the right side of the outline, or by dragging the splitter.
  - Show or hide the right hand column (video, Participant List, and audio) by choosing View - Participant List Column - Entire Column to turn the check mark on or off.
  - Show or hide the Interaction Tabs by choosing View - Interaction Tabs - All Tabs to turn the check mark on or off.

Viewing or hiding session components

- **Outline:** If the outline is not visible, choose View - Outline - Entire Outline to turn on the check mark. The outline appears on the left side of the session.
- **Participant List:** If the Participant List column is not visible, choose View - Participant List Column - Entire Column to turn on the check mark. The Participant List column appears on the right side of the session. (This menu item is not available for most participants in a broadcast session. If you are an audience member in a broadcast session, you cannot view the Participant List.)
- **Interaction Tabs:** The Interaction tabs are Chat, Questions, Breakout Sessions, and Web Pages. These tabs appear at the bottom of the virtual classroom session. If a tab is not visible, use the View - Interaction Tabs menu items to turn on the check mark next to the appropriate tabs. For example, choose View - Interaction Tabs - Questions Tab to view the Questions tab.

Note The Chat tab only displays if the session has been chat-enabled when it was scheduled.

- **Audio and video:** If the audio controls are not visible, choose View - Participant List Column - Audio Controls to turn on the check mark. If the video windows are not visible, choose View - Participant List Column - Video Windows to turn on the check mark.
- **Toolbars:** If the screen-sharing toolbar is not visible, choose View - Toolbar to turn on the check mark. If the whiteboard tools are not visible, choose View - Whiteboard Tools to turn on the check mark.

Returning the session to the original layout

If you have changed the layout, you can return the session to its original layout whenever you want. Click View - Default Layout.

Making the shared area full screen

You can maximize the shared area to see a larger view of the shared information. When the shared area is maximized, it covers the entire screen. If you are an instructor, you should advise your students to do this.

To make the shared area a full screen, choose View - Make Shared Area Full Screen, or click Make Shared Area Full Screen on the toolbar.

Note This button is most useful when you are sharing a whiteboard file or viewing information shared by another participant. If you are sharing your own screen, this button has no effect. If you are the instructor, this doesn't affect the student's screens, just your own screen.

Undo

To return to the original session layout, click Undo Full Screen on the floating toolbar.

Fitting the shared area to the window

To see all of the session content without scrolling, you can fit the shared area to the window.

Fitting the shared area

Choose View - "Fit Shared Area to Window," or click "Fit Shared Area to Window" on the toolbar.

A check mark appears next to the "Fit Shared Area to Window" item. The image on the whiteboard or the shared screen is sized to fit into the shared area.

Note This button is most useful when you are sharing a whiteboard file or viewing information shared by another participant. If you are sharing your own screen, this button has no effect.

Returning to original size

To return the image to its original size, choose View - "Fit Shared Area to Window" to remove the check mark, or click the "Fit Shared Area to Window" button again. The image on the whiteboard or the shared screen returns to its original size.

Viewing session information

Use the virtual classroom session menus and features to obtain information about sessions.

Available audio and video tools

You can see participants' audio and video hardware by selecting names in the Participant List, and then choosing Session - People - Participants' A/V Tools.

Identifying participants in the session

The Participant List displays information about students and instructors and helps you identify their roles. Names in the Participant List are sorted alphabetically by default. To sort the names according to any of the categories below, click the icon at the top of the column for the category. To return the names in the Participant List to alphabetical order, click Name at the top of the column.

You might see the following icons next to participants' names:

- **Hand raise:** A hand icon appears next to the names of participants who click the hand-raise button.
- **The current speaker:** During a session that includes computer audio, the "currently talking" icon appears next to the name of the current speaker.
- **Who has requested the microphone:** During a session that includes the Request Microphone mode of computer audio, "waiting to talk" icons appear next to the names of participants who have requested the microphone.

Participant list details

Click the Participant List details button in the bottom right corner of the Participant List to view more information about session participants. Names in the Participant List details are sorted alphabetically by default. To sort the names according to any of the categories below, click the icon at the top of the column for the category. To return the names in the Participant List details to alphabetical order, click Name at the top of the column.

- **The primary instructor:** The primary instructor icon appears next to the primary instructor's name.
- **Additional instuctors**: The additional instructor icon appears next to the names of any additional instructors.
- **Permission to edit/share and permission to speak:** Check marks indicate which participants have permissions. Only the primary instructor sees the check marks; other participants cannot see the permissions columns of the Participant List details.
- **Who is sharing:** The sharing icon indicates which participant is sharing a screen.
- **Who is controlling the shared screen:** The arrow icon indicates the participant who currently controls the shared screen.

Web pages sent

To see the most recent Web page that the instructor has sent to session students, click the Web Pages tab and click Go.

Tallied responses to questions

If the primary instructor shares the tallied responses to questions, you can see them in the Questions Tab. Click the arrow next to the "Questions in the set" drop-down list, and then select a question from the list. The responses appear.

Permissions

To see which permissions you or other participants have, move your mouse pointer over a name in the Participant List and read the tooltip. See "Viewing Your Permissions" for more information.

Status bar

The status bar at the bottom of the virtual classroom displays messages and information about the session, such as the elapsed time of the session, the number of participants, and the number of hands raised. If you see a locked padlock icon on the status bar, the session content has been secured. If the padlock icon is unlocked, the session has not been secured with encryption.

Tip You can determine whether the status bar displays the elapsed session time or the remaining session time. Choose View - Elapsed Session Time or View - Remaining Session Time.

Audio/video preferences

You can view and change your audio and video preferences for the session by clicking the preferences buttons beside the audio controls and in the video window. During broadcast sessions, only presenters can view and edit their audio/video preferences.

Viewing a presentation

As a student in a virtual classroom session, you can watch instructors and other students present information on the whiteboard or via screen sharing. When you view a shared screen, you see the initials of the instructor or student who is controlling the screen displayed beside the cursor in the shared screen.

Controlling the presentation tools

In a session with both screen sharing and presentations on the whiteboard, anyone with permission to edit/share can see the buttons for both screen sharing and the whiteboard and can switch between the tools.

Follow these steps to switch between the tools:

1. Click the Whiteboard or Screen Sharing buttons.
2. A message informs you that all participants in the session will switch with you so that they can see what you share. If you are ready to switch to the other tool, click Yes.

Viewing Web pages

When the primary instructor sends a Web page, a new browser window automatically appears on your computer screen. Only you can control this window. You can explore the Web page, go to a another link on that page, or close the window without affecting what other participants see in the session.

If the primary instructor sends more than one Web page, each page replaces the previous page within the single browser window on your screen. You do not receive multiple browser windows.

Note If you attend a session late (or leave a session and then rejoin it) and the primary instructor has sent a Web page, the Web page appears on your screen when you join the session.

Tip To view the most recently sent Web page, click the Web Pages tab and click Go. (If the Web Pages tab is not visible, choose View - Interaction Tabs - Web Page Tab.) The Web page appears in a browser window on your screen. No one else can see this window.

Viewing responses to questions shared by the primary instructor

Initially, the primary instructor is the only person who can see the responses to questions. If the primary instructor shares the tallied question responses with the session participants, you can view the responses by selecting the appropriate question from the "Questions in the set" drop-down list on the Questions tab. (You cannot see individual students' responses unless you are the primary instructor.)

Note If the Questions tab is not visible, choose View - Interaction Tabs - Questions Tab.

About assessments

Assessments are quizzes or evaluations that are given at a particular point in time before or during a session. Assessments can provide valuable information about course participants that can help instructors prepare for a course or evaluate it. Each assessment is made up of an ordered set of questions, each of which can, optionally, have a correct answer specified.

As a potential course participant, you may be required to take an assessment in order to attend a course session.

Taking assessments

Assessments are quizzes or evaluations related to a course. Instructors use them to gather information about your knowledge on a particular subject or to get your feedback. Some courses require that you take an assessment before you can attend a session of the course. Other courses provide optional pre-session or in-class assessments for you to take.

Before you can take an assessment for a course, you must be enrolled in the course. Once you complete the assessment, LearningSpace - Virtual Classroom automatically calculates your assessment results.

Taking pre-session assessments

1. In the Learning Home, click the My sessions tab.
2. In the left-hand navigator, click "Sessions I'm taking."
3. Click a session that includes an assessment. If you are required to take an assessment before attending a session for a course, "Need to take pre-session assessment" appears in the Your status column.

4. Under "Pre-session assessment," click "Take assessment."
5. Answer the question and click Next. You can also click Previous to review an earlier question and your answer.
6. When you have answered all questions, click Submit.

   Note Once you click Submit, you will not be able to re-take this assessment.

   LearningSpace - Virtual Classroom automatically calculates your assessment results.
7. (Optional) See Viewing my assessment results to see your calculated results.

Taking in-class assessments

You must be participating in a session to take an in-class assessment. The primary instructor determines when to offer the in-class assessment.

1. When the primary instructor displays an in-class assessment in the virtual classroom session, click “Take assessment now” to begin.
2. Answer the question and click Next. You can also click Previous to review an earlier question and your answer.
3. When you have answered all the questions, click Submit. Once you click Submit, you will not be able to retake this assessment.

Viewing my assessment results

You can view the results of any assessments that you take.

1. In the Learning Home, click the My sessions tab.
2. Click a session that includes an assessment.
3. Under "Pre-session assessment" or "In-class assessment," click "View results."
4. Click View details to see whether your answers were correct or not as well as your total score.

Participating in a session

You can participate in a session by:

- **Responding to a question:** A question is a query that the primary instructor asks everyone in the session. You respond by answering the question.
- **Raising your hand:** You can raise your hand to get the primary instructor's attention when you have something to say.

- **Taking in-class assessments**: An assessment is made up of a series of questions like a short quiz.
- **Using permissions:** You must have permission to edit/share to edit files, and you must have permission to speak before you can speak during an audio/video session.
- **Sending a chat message or speaking during the session**

- **Saving the chat** You can save the chat transcript from the session to a directory on your computer.
- **Editing files:** You can edit a file that an instructor is sharing, or you can use the whiteboard tools to edit a file on the whiteboard.
- **Transferring a file to another participant:** Immediately transfer a file to anyone in the Participant List of a session.
- **Responding to invitations to join a session**: You can audit a session, or join one in which you were unable to enroll.

Note There are fewer options available for students in broadcast sessions. See Participating in a broadcast session.

Using permissions

The permissions in a virtual classroom session are permission to edit/share, permission to speak, and permission to attend all breakout sessions. The permissions that are available at the beginning of a session depend on the session type (moderated, or broadcast). However, the primary instructor can grant and revoke permissions during the session. For example, in a broadcast session, only the primary instructor has permissions at the beginning of the session, but the primary instructor can grant permissions to students and other instructors.

Permission to edit/share

The primary instructor must give you permission to edit/share before you can present information during a session. Permission to edit/share allows you to:

- **Draw on the whiteboard:** Use the whiteboard tools to present a file or draw on the whiteboard.
- **Share your screen:** Share your screen or a computer program.
- **Control a shared screen:** Control a screen or computer program that someone else is sharing. (Before you can control the shared screen, the person who is sharing the screen must allow others to control the screen.)

Permission to speak

You need permission to speak before you can speak or transmit video during a session that includes computer audio and video.

Permission to access all breakout sessions

If you are an instructor, you are allowed to see and switch between breakout sessions of a breakout session set unless this permission has been revoked. Students can be granted this permission. You only see the tabs for the breakout sessions that you have permission to attend.

Viewing your permissions and other participants' permissions

After you attend a session, you can see which permissions you or others have by moving your mouse pointer over a name in the Participant List and looking at the tooltip. Possible messages are:

- **I am the instructor:** The participant is currently the primary instructor.
- **I have all permissions:** The participant has all available permissions.
- **I have no permissions:** The primary instructor has not given the participant any permissions.
- **I have permission to edit/share:** The participant has permission to draw on the whiteboard, start instant sessions, share a screen, or control the shared screen.
- **I have permission to speak:** The participant has permission to use audio and video during the session.
- **I have permission to attend all breakout sessions:** The participant, usually an additional instructor, can visit all breakout sessions.

Asking for permissions

You can ask for permissions by:

- **Sending a private chat message to the primary instructor:** Double-click the primary instructor's name in the Participant List. When the floating window appears, enter your request in the text-entry area and click Send. The message appears in a private floating window on the primary instructor's screen.
- **Sending a message with chat:** See Communicating with chat for more information.

Tip Before sending a message to the primary instructor, you might want to raise your hand to get the primary instructor's attention.

Editing files

During a virtual classroom session, you can use screen sharing or the whiteboard to edit files. Although both tools help you share and present information, they have significantly different purposes. See Presenting information in a session to choose the best tool for your purposes.

Using screen sharing to edit files

To use screen sharing to edit your file, open the file in the appropriate program on your computer. If you are the primary instructor, you can allow others to control the program and edit the file. Students and additional instructors must have permission to edit/share before they can control the shared program. See Presenting information with screen sharing for more information.

Using the whiteboard to edit files

To use the whiteboard to edit a file, the file is included in the outline when the course is created, or you can add one using the New Outline Item button. After creating a course and scheduling a session, the primary instructor starts the session and selects the file in the outline. All students and additional instructors who have permission to edit/share can use the whiteboard tools to edit the file. See Presenting information with the whiteboard for more information.

When an instructor includes a whiteboard presentation file in the outline, the file is converted to a suitable format for whiteboard display. When you edit the file, you make changes to the file in its new format but not in its original format. You are just drawing on top of the original; you have no ability to change the contents. For example, if you attach a Lotus 1-2-3 file to the whiteboard, you cannot edit and save the changes in Lotus 1-2-3 format. You can, however, edit the file and save the changes as an attachment to the session details. You can only save one copy of it, even if you save it many times. (See Saving session information.) If you need to save your edits in the original file format, use screen sharing to edit the file.

Responding to questions

During a session, the primary instructor can send questions to gather information from students or test their knowledge of the subject. You respond to questions by completing the "Respond to Question" dialog box that appears on your screen.

Only the primary instructor sees your answers to questions. If anonymous responses are allowed, the primary instructor sees your answers but cannot see your name.

To respond to a question:

1. Select or enter your answer(s) to the question in the "Respond to Question" dialog box. (Click Cancel if you do not want to respond to the question.)

   Tip If the primary instructor specifies anonymous responses, a "Respond to Question Anonymously" dialog box appears on your screen. When Question responses are anonymous, your name does not appear when the primary instructor views the individual responses.
2. Click OK. The responses are immediately updated to include your answers.

Raising your hand

At any time during a session, you can "raise your hand" to get the primary instructor's attention. You might want to raise your hand if:

- You want to respond to a question or speak during the session. You can raise your hand to signal to the primary instructor that you have something to say.
- You want to acknowledge your presence in the session. You can raise your hand to let the primary instructor know that you are ready for the session to begin.
- You need to ask for permission to edit/share or permission to speak.

The primary instructor can lower your hand after you have raised it, or you can lower your own hand. Other participants (including a presenter who is not the primary instructor) cannot lower your hand.

Note You do not need to have permission to raise your hand.

To raise your hand, click the raise hand button at the bottom of the Participant List or choose Tools - Raise Hand. A hand icon appears next to your name. Everyone in the session can see the hand icon.

To lower your hand, click the lower-hand button at the bottom of the Participant List, or choose Tools - Raise Hand to remove the check mark. The hand icon next to your name in the Participant List disappears.

Sorting by raised hands

You can sort the names in the Participant List by the order in which students have raised their hands. Sorting by raised hands is helpful if the session has so many students that the Participant List cannot display all of their names at once.

To sort by raised hands, click the hand icon at the top of the Participant List. To return the Participant List to alphabetical order, click Name at the top of the list.

Tip You can see how many people in the session have raised their hands by looking at the hand icon in the status bar at the bottom of the classroom.

Transferring a file

In a virtual classroom session you can immediately transfer a file to another student or instructor. You must transfer one file at a time, and you must transfer the file to one person at a time. File transfers are automatically encrypted to secure your information.

Tip To protect yourself from computer viruses that might be spread through file transfers, use current anti-virus software. Make sure that the software's real-time protection settings are enabled and set to scan all files.

To transfer a file:

1. Select a name from the Participant List or the Participant List details, and choose Session - People - Send File. You can also select a name, right-click, and choose Send File from the shortcut menu.
2. The Send File dialog box appears. Type the full path and name of the file, or click Browse to select the file. You can transfer only one file at a time.

   Note The size limit appears beneath the "File to Send" field.
3. (Optional) Type a description of the file.
4. Click Send.
5. The File Transfer Status dialog box appears:
   - If the recipient accepts the file transfer, a status bar tracks the transfer process. You can select the check box to automatically close the dialog box once the transfer is complete.
   - If the recipient declines the transfer, a message appears on your screen.

6. Click Close if you did not select the check box to automatically close the dialog box in step 5.

Tip You can stop a file transfer that is in progress by clicking Cancel. For example, you might want to cancel a file transfer that is taking too long.

Accepting a file transfer

When other people transfer files to you, a Receive File dialog box appears on your screen. Follow these steps to accept the file transfer:

1. The default location for transferred files is C:\. If you want to save the file to a folder, click Browse and select a different location. You can change the name of the file by typing a new name in the "File name" field. Click Save.
2. Click Accept.
3. The File Transfer Status dialog box appears. If you want to close this dialog box automatically after the transfer is complete, select the appropriate check box.
4. If you do not automatically close the dialog box in step 3, you can do either of the following once the transfer is complete:
   - Click Open to open the file.
   - Click Close to close the dialog box without opening the file.

Declining or canceling a file transfer

To decline a file transfer, click Decline when the Receive File dialog box appears. The person who sent the file receives a message indicating that you declined the file transfer.

To cancel a file transfer that is already in progress, click Cancel at any time. For example, you might want to cancel a file transfer that is taking too long.

Adding a presentation file during a session

If you are the primary instructor, you can include presentation files for displaying on the whiteboard when you create your course outline, or you can add files to the whiteboard at any time during a session. This is useful if you need to share a file that was not included when the course outline was created.

If you are a student, the current primary instructor can grant you permission to edit/share and then you can add the presentation file to the whiteboard.

To attach a file to the whiteboard during a session:

1. Click the New Outline Item button and choose Attach a File to the Whiteboard.
2. Click the link to check supported file types. Search for your file type in the list of files that the virtual classroom can automatically convert for whiteboard display.
3. Do one of the following:
    - If the virtual classroom can automatically convert your file type, click Browse to select the file from your computer.
    - If the virtual classroom cannot automatically convert your file type, you must use Sametime Print Capture to convert the file. Once you have converted the file, return to step 1 and attach the converted FST file.

    Note Each file that you attach to the whiteboard must have a unique name. You cannot attach two files with the same name to a session.
4. Click OK. The file appears in the Additional Materials folder of the outline.

Participating in a broadcast session

In a broadcast session, most participants are students who cannot contribute to the session. One or more instructors conduct the session and interact during the session while the students watch and listen.

Students

When you are a student in a broadcast session, you can watch and listen, but you cannot interact during the session. This is just like viewing a recorded session.

Available features for a student

Broadcast sessions are useful when a very large number of people need to attend the session, but do not need to present or interact during the session. The features listed below are available to students who attend a broadcast session.

As a student, you can:

- **View the presentation.** You can view the following information during a session:
    - **A shared screen or program**
    - **A presentation on the whiteboard**

- **Questions:** You cannot send questions or respond to them, but you can view the questions, and, if the primary instructor allows, you can also view the results. To view a question, click the Questions tab and then select the appropriate question from the "Questions list" drop-down box. If results are available, they appear underneath the question. (To make questions appear in their own dialog box automatically, choose View - "Display Web Pages and Questions in New Window.")

Tip If you select the "Display Web Pages and Questions in New Window" menu item, questions sent by the primary instructor appear in their own window. Questions that you select on the Questions tab do not appear in their own window.

- **Web pages:** You cannot send Web pages, but you can view the pages that the Instructors send. To view Web pages, click the Web Pages tab, select the appropriate page from the "Web page" drop-down box, and click Go. The Web page appears in its own browser window. (To make Web pages appear in their own browser window automatically, choose View - "Display Web Pages and Polls in New Window.")

Tip If you select the "Display Web Pages and Questions in New Window" menu item, Web pages sent by the primary instructor appear in their own window. Web pages that you select on the Web Pages tab do not appear in their own window.

- **Chat text:** Click the Chat tab to read the text that the Presenters enter. Although you can read the text, you cannot enter text. However, you can select, copy, and save the chat text.

Note If you attend a broadcast session late or leave the session and then rejoin it, you will not receive any chat text, Web pages, or questions that you missed.

Tip The Interaction tabs flash briefly to alert you to new content, such as shared question responses or chat messages.

- **Watch the video and listen to the audio.**
- **Control the volume of the session audio.** To increase the volume, move the slider bar farther to the right. You can also choose Tools - Increase Speaker Volume or Tools - Decrease Speaker Volume. Continue selecting either of these menu items to increase or decrease the speaker volume in small increments.
- **Mute your speakers.** Choose Tools - Mute My Speaker, or select the check box in front of the speaker icon.

- **Pause the video so that you can no longer see it.** Choose Tools - Pause Remote Video (a check mark appears), or click the Stop button. Other participants will still see the video.
- **Play the video.** Choose Tools - Pause Remote Video to remove the check mark, or you can click the play button.
- **Float the video windows.** To view virtual classroom video in a separate browser window, you can "float" the video windows to separate them from the session. To float the video windows, click the Float Video Windows button or choose View - Float Video Windows. When the video windows are floating, you can move them anywhere on your computer screen. To return the video windows to the session, click the Float Video Windows button again or choose View - Float Video Windows to remove the check mark.
- **View the session details.** Choose Session - Session Details to see information about the session, such as the duration of the session. You cannot see the participants in the session.
- **Change the session layout.** Use the View menu to arrange the session to suit your needs. You can view or hide the audio/video column, the Interaction tabs (for chat, send Web pages, and questions), and the audio controls. You can also fit the shared area to the window, make the shared area occupy the full screen, and return the session to the default layout.
- **Display Web pages and questions in new windows.** Choose View - "Display Web Pages and Questions in New Windows" to display new questions in a separate dialog box and new Web pages in a separate browser window. If you are already viewing a Web page or question in a new window, the window switches to display the new content. For example, if you are viewing a Web page in its own browser window and the primary instructor sends a new Web page, your browser window automatically switches to the new Web page.

  Note Tallied responses to questions are not displayed in a separate window. You must view responses on the Questions tab.
- **View status messages in the status bar of the session.** The status bar includes important information about the session. For example, you can view the status bar to determine whether you have missed any session information or whether there is new content in one of the Interaction tabs. You can determine whether the status bar displays the elapsed session time or the remaining session time. Choose View - Elapsed Session Time or View - Remaining Session Time.
- **Choose Session - Leave Session to exit the session.**

Unavailable Features for a Broadcast Session

Because students in a broadcast session only need to watch and listen, some Virtual Classroom features are unavailable for audience members.

As a student, you cannot:

- Attend earlier than session's scheduled start time.
- Send and respond to questions.
- Raise your hand.
- Send Web pages.
- Draw on the whiteboard.
- Share and control screens.
- Transmit audio and video.
- Enter text in chat.
- Edit files.
- Switch between the whiteboard and screen sharing.
- Ask for permission to edit/share.
- See the whiteboard Pointer Tool.
- See the initials of the person controlling the screen.

Instructors

The creator of a broadcast session chooses instructors for the session. The primary instructor grants permissions to the additional instructors so that they can draw on the whiteboard, share or control a screen, and use computer audio and video. Only instructors can interact during the session. For example, instructors can respond to questions, raise their hands, and view Web pages.

Loss of Information

During a broadcast session, you might notice any of the conditions listed below. These conditions are a normal part of broadcast sessions.

- Breakout sessions do not appear your outline and cannot occur during a broadcast session.
- The audio might cut out for a couple of seconds, so that you do not hear what someone in the session says. (If the audio cuts out for more than a couple of seconds, you might be experiencing audio difficulties.)
- The video might pause for up to 15 seconds, so that you do not see a new image or you do not see the person who is currently speaking move. If the video pauses for longer than 15 seconds, you might be experiencing video difficulties.

- The whiteboard or screen-sharing presentation might appear to pause so that you do not receive any new information. This situation can last up to 45 seconds; after that time, you will begin receiving information again. If you do not receive information for longer than 45 seconds, try pausing the video. When you pause the video, you free up network bandwidth so that you can receive more session information from the server.
- You might not receive 100 percent of the chat text, sent Web pages, or questions in a session.

  Tip The status bar displays messages about lost information. If you lose some chat text, the chat area in the session includes a message about the lost text.

About breakout sessions

Breakout sessions are "mini" sessions that break away from a session (the main session). A breakout session includes two or more people per session, and you can have up to three breakout sessions per main session. Breakout sessions can share the same outline, or each one can have a unique outline. An outline can include Web pages, presentation files shown on the whiteboard, and screen sharing, just like a regular session. All the students in a breakout session have permission to use these tools. The first student to join the session has initial control of the tools.

You can use computer audio in a breakout session just as you would in the main session. Breakout sessions cannot share the same line if you are using a telephone for audio. In that case, each breakout session should be assigned a telephone number.

Instructors create breakout sessions in the course. The sessions are grouped into breakout session sets. Students are randomly distributed among the breakout sessions that compose a set, but once the main session begins, instructors can reassign them, or let students choose their own sessions. All instructors have access to all breakout sessions.

In main sessions, only instructors can grant and remove control over the virtual classroom tools. In breakout sessions, on the other hand, the first student to join has control of the tools. This student can grant control of the tools to other session participants.

Joining breakout sessions

When an instructor starts a breakout session,

- If you are using a telephone line for audio, disconnect from the main session telephone line, and call the telephone number assigned to the breakout session.
- If the instructor assigned you to a session or if LearningSpace - Virtual Classroom automatically assigned you to a session, you get a message. Click OK.
- If the instructor has given you a choice of breakout sessions to join, select the session and click OK.
- A new tab displays with your assigned breakout session. This is now your active session. The other tab has the main session.
- If the instructor allows it, you can see the breakout sessions to which you are not assigned and switch between them by clicking tabs.
- If you are the first student into the session, you have control of the tools, and you can grant others control.

When the session ends, a message displays. Click OK. The main session re-starts.

About recorded sessions

If an instructor chooses to record a session, you can watch the recording from the Session Details page after the session is over. You can only play back a recorded session if you attended the session.

The session appears in a separate window that includes controls for playing, pausing, and stopping the session.

- You cannot watch a recorded session until the live session is over.
- Since the recording begins as soon as the instructor starts the session, you may see a period at the beginning of the recording where nothing takes place as the instructor waits for students to join the session.
- Breakout sessions are not recorded. Even if all participants are in breakout sessions, recording continues only in the main session.

Available features

A recorded session does not include all of the features of the original session. For example, you cannot see the Participant List from the original session while watching a recorded session. The table below lists the features that are available in a recorded session.

Note Because some features are unavailable for recorded sessions, the recording is often not identical to the original session. The recording might also differ from the original session because the sampling rate of recording is sometimes slower than the rate of the actual session. This situation can cause the recorded session to lose some information that was available in the original session. (This data loss is usually minor.)

When viewing a recorded session, you can...	*However, you cannot...*
Listen to computer audio and watch computer video from the session.	Use the virtual classroom to listen to the audio from a recorded telephone call
Watch any information that was shared using screen sharing. For example, you can see a shared program and watch others edit a file in the program.	See the mouse pointer in a shared program.
Watch a whiteboard presentation. For example, you can see a file that was presented on the whiteboard and watch others edit the file with the whiteboard tools.	See the whiteboard pointer tool. For example, if the primary instructor points to a graph on the whiteboard with the pointer tool, you can see the graph, but you cannot see the pointer tool.
Use the replay controls to play, pause, and stop the session. You can also make changes to the virtual classroom session, such as changing the layout, adjusting the speaker volume, and floating the video windows.	Interact with the recording during the session by answering questions or making changes to the shared information.
See any of the following information from a session: • Chat text • Sent Web pages • Questions	See any of the following information from a session: • The outline • Raised hands • A list of people in the session (the Participant List)

Note You might have problems viewing a recording while using a modem. Someone who is using a modem cannot view a session that was recorded using a fast connection.

Viewing recorded sessions

If an instructor chooses to record a session, you can watch the recording from the Session Details page after the session is over. You can only view a recorded session if you attended the session. To learn about any restrictions during recorded sessions, see About recorded sessions.

1. In the Learning Home, click the My Sessions tab.
2. Click the session title that you want to join.

3. In the session details section of the course details page, click Replay Session.
4. While viewing the session you can:
   - Use the replay controls, as necessary, to play, pause, stop, and move through the session.
   - Change the virtual classroom session layout.
   - Adjust the audio volume of the session.
   - Float the video windows so that you can view the video in a separate browser window.
   - Work with chat text.
   - View available status messages.
5. When you are finished watching the session, choose Session - Leave Session.

Using the replay controls

The table below lists the replay controls and their functions.

Replay control	*Function*
Play button	• Allows you to watch and listen to the session. • You can also choose Tools - Play.
Pause button	• Pauses the session. • You can also choose Tools - Pause. • To resume the session, you must click Play.
Stop button	• Stops the session and rewinds it to the beginning. • You can also choose Tools - Stop.
Progress Bar	• Allows you to move quickly through parts of the session. • Move the slider bar to the right to move forward. As you move the slider, watch the "elapsed time" indicator below the slider or in the status bar to see how much of the session has passed. • If the session is playing as you move the slider, the session is paused; when you release the slider, the session resumes. (You might notice a brief pause before the session resumes.) TIP You can also choose Tools - Fast Forward or Tools - Rewind. Continue selecting either of these menu items to move through the recording in increments of five seconds. • If you have stopped or paused the session when you are using the slider, you must click Play to resume the session. **Note** When you move the slider, you cannot watch or listen to the session. You must release the slider for the session to resume.

Change the virtual classroom session layout

Use the View menu to arrange the layout of the virtual classroom session to suit your needs. You can view or hide the audio/video column, the Interaction tabs (for chat, send Web pages, questions, and breakout sessions), and the audio controls. You can also fit the shared area to the window, and maximize the shared area.

Adjusting the audio volume

If the session includes computer audio and video, you can use the Volume slider bar (which appears below the video windows) to adjust the audio volume. Move the bar to the right to increase the volume. You can also choose Tools - Audio - Increase Speaker Volume or Tools - Audio - Decrease Speaker Volume. Continue selecting either of these menu items to increase or decrease the speaker volume in small increments.

Tip To hide the Volume control and the video windows, choose View - Audio/Video Column to remove the check mark. Choose View - Audio/Video column again to see the windows and the Volume control.

Floating the video windows

To view video in a separate browser window, you can "float" the video windows to separate them from the Session Room. To float the video windows, click the Float Video Windows button or choose View - Video - Float Video Windows. When the video windows are floating, you can move them anywhere on your computer screen. To return the video windows to the virtual classroom session, click the Float Video Windows button again or choose View - Video - Float Video Windows to remove the check mark.

Viewing status messages

You can view the status of the session as you view it by looking at the status bar at the bottom of the session window. The status bar lists the following information:

- The current state of the recorded session (loading, playing, paused, stopped, finished)
- The elapsed time or the time remaining. To view the elapsed time, choose View - Elapsed Session Time. Choose View - Remaining Session Time to view the remaining time.
- Whether the replay of the session is encrypted (or secure). A locked padlock in the status bar indicates that the replay is encrypted. (By default, a recorded session is encrypted if the original session was encrypted.)
- Whether you have missed any session information.

- Whether there is new content in one of the Interaction Tabs (such as a new Web page in the Web pages tab).

Working with chat text

While viewing a recorded session, you can select, copy, and save the chat text from the session.

Tip While viewing the session, the Interaction tabs might flash briefly to alert you to new content, such as shared question responses or chat messages.

Loss of information

When viewing a recorded session, you might notice any of the conditions listed below. Unfortunately, these conditions are a normal part of recorded meetings.

- The audio might cut out for a couple of seconds, so that you do not hear what someone in the session says. (If the audio cuts out for more than a couple of seconds, you might be experiencing audio difficulties.)
- The video might pause for up to 15 seconds, so that you do not see a new image, or you do not see the person who is currently speaking move. (If the video pauses for longer than 15 seconds, you might be experiencing video difficulties.)
- The whiteboard or screen-sharing presentation might appear to pause, so that you do not receive any new information. This situation can last up to 45 seconds; after that time, you will begin receiving information again. If you do not receive information for longer than 45 seconds, try pausing the video. When you pause the video, you free up network bandwidth so that you can receive more session information from the server.
- You might not receive 100 percent of the chat text, sent Web pages, or questions in a session.

  Tip The status bar displays messages about lost information. If you lose some chat text, the chat area in the virtual classroom session includes a message about the lost text.

Chapter 8
Communicating in a session

Communicating in a session

In a session, you can use computer audio and video to speak as though you were in a face-to-face session, or you can use chat to send a written message to everyone in the session.

Use the following tips to communicate more effectively during your session:

- If you plan to use computer audio and video, be sure to read Preparing to use audio and video.
- If you need to speak to everyone in the session (session chat), click the Chat tab. If you need to speak to only a few people (private chat) in the session, select their names in the Participant List, right-click, and choose New Chat.
- Use computer audio and video when you are presenting information during a session. Use chat for a quick comment or observation or when you want to send a message to the other participants without interrupting the person who is currently speaking.

Communicating with chat

In a virtual classroom session, there are two ways to communicate with chat.

- **Session chat** If your session is chat-enabled, you can use session chat to send typed messages to everyone in the session. Use session chat when audio is unavailable or when you need to ask a question during a session and do not want to interrupt the person who is currently speaking.
- **Private chat** You can use private chat if you do not want to send your message to everyone in the session. Your session does not need to be chat-enabled in order for you to use private chat.

Starting session chat

To send a message to everyone in the session with session chat:

1. Click the Chat tab.

   Note Choose View - Chat Tab if it does not display in your browser.

2. Place the cursor in the text-entry area. Enter your message.

   Tip Press SHIFT+ENTER to start a new line in your chat message.

3. Click Send or press Enter. The message appears in the chat-transcript area (above the text-entry area) and is seen by all session students and instructors. Others' messages also appear in the transcript area in the order that they were sent.

Starting a private chat

To send a private message to someone in the session, you can double-click a name in the Participant List to start a private chat with that person.

Editing a chat message

You can use the Edit menu to edit a chat message. Use the table below to find the editing task you need to do, and then follow the procedure next to it.

Task	*Procedure*
Copy text from either the text-entry area or the chat-transcript area.	Select the text and choose Edit - Copy Chat. The selected text is copied to the clipboard.
Paste text into the text-entry area. (You cannot paste text into the chat-transcript area.)	Place the cursor in the text-entry area where you want to insert the text. Choose Edit - Paste Chat.
Remove all chat messages in your chat-transcript area. (You cannot remove the messages from other participants' chat-transcript areas.)	Choose Edit - Clear Chat.
Select all text in the chat-transcript area.	Place your cursor in the chat-transcript area and choose Edit - Select All.
Delete text in the text-entry area. (You cannot delete text from the chat-transcript area.)	Select the text and press DELETE.

Communicating with computer audio and video

When you use computer audio and video with a virtual classroom session, you and your classmates and instructors can discuss a presentation while viewing it online. You can speak into a microphone, and everyone in the session can hear your voice. The number of people who can speak at a given time depends on the type of audio that you use in the session.

If your session includes computer video and you have a video camera attached to your computer, your video image is transmitted to everyone in the session when you speak into the microphone. You can also view your own video image in the My Video window, even when you are not speaking.

Types of audio

You can use two types, or modes, of audio: Automatic Microphone mode and Request Microphone mode. All sessions begin in Automatic Microphone mode.

Automatic Microphone mode

Automatic Microphone mode is suitable for small sessions in which everyone might need to speak or in sessions with interactive discussion. When you use Automatic Microphone mode, any session participant can speak into the microphone at any time to be heard by the other participants. However, only two participants can be heard at the same time. (This is a natural way to converse, because it is possible for one participant to interrupt another.) The first two people in the session who begin talking become the speaking participants. If two people are already speaking at once, a third person must wait for one of them to stop speaking.

A "currently talking" icon appears next to the name of the speaking participant in the Participant List.

Request Microphone mode

Request Microphone mode is suitable for larger sessions in which only a few people need to speak or for sessions with minimal interactive discussion. For example, Request Microphone mode works well for sessions in which participants need to speak in turn, without interruption.

During a session that uses Request Microphone mode, only one person can speak at a time. You can click a button to request the microphone and speak during the session. A "currently talking" icon appears next to the speaking participant's name in the Participant List. The speaking participant must release the microphone before another participant can talk.

In Request Microphone mode, the current primary instructor can remove the microphone from the person who currently has it and pass the microphone to the next person who requested it.

Video windows

The two video windows are labeled Speaker's Video and My Video. The Speaker's Video window displays the person who is currently speaking in a session. The My Video window displays your own video image. You must have a video camera attached to your computer to view your own image, but you can view the speaking participant's image without a video camera.

Permission to speak

The current primary instructor must give you permission to speak before you can speak or transmit video during a session that includes computer audio and video. To make sure that you have permission to speak, move the mouse pointer over your name in the Participant List and look at the tooltip. See Viewing your permissions for more information. If you do not have permission, see Asking for permissions.

Tips for improving computer audio quality

To improve the sound quality when using computer audio:

- Use a high-quality microphone. When you move the microphone connection wire, you should not hear static or hissing, and the sound should not cut out.
- Use a speakerphone that includes echo cancellation. The Polycom SoundPoint PC speakerphone is recommended.
- Do not lay the microphone on the table. (Laying the microphone down amplifies noise.)
- Do not place the microphone near your speakers.
- If possible, use a headset that contains a boom microphone. If you are using a boom microphone, do not touch the microphone with your face or hands. Also, do not breathe loudly near the microphone.
- If you are using a desktop microphone, a unidirectional dynamic microphone with batteries is recommended.
- Do not use a microphone with an on and off switch unless the microphone is of high quality.

Note Be sure to test your audio and video equipment before participating in a session with computer audio and video.

Speaking during the session

You must have permission to speak before you can speak during a session that includes audio and video. If necessary, you can ask the current primary instructor for permission.

Tip After you speak, mute your microphone to avoid transmitting noise (such as shuffling papers or typing on the keyboard) to other participants. If you continue to transmit noise after you speak, your video image might continue to be displayed.

In Automatic Microphone mode

During a session that includes Automatic Microphone mode, you can speak into your microphone at any time to be heard by all participants. Only two participants can speak at once.

You might need to adjust your microphone sensitivity during a session in Automatic Microphone mode. Adjusting your microphone sensitivity prevents you from transmitting noise (such as shuffling papers or typing on the keyboard) to other participants when you are not speaking.

In Request Microphone mode

During a session that includes Request Microphone mode, you must request the microphone before you can speak. To speak during a session while using Request Microphone mode:

1. Choose Tools - Audio - Request Microphone or click Request Microphone. A "waiting to talk" icon appears next to your name in the Participant List, and the label on the Request Microphone button changes to Release Microphone.

   Tip If you decide you do not want to speak after you have requested the microphone, click the Release Microphone button while someone else is speaking. The icon next to your name disappears, and you are no longer waiting for the microphone.

2. You will receive the microphone in turn. After you receive the microphone, a "currently talking" icon appears next to your name in the Participant List.

   Note When the participant who is speaking releases the microphone, the first person who requested the microphone becomes the next participant to speak.

3. Speak into your microphone. Everyone in the session hears you. If you have a video camera attached to your computer, everyone sees your video image when you speak.

4. When you are finished speaking, choose Tools - Audio - Release Microphone or click Release Microphone to allow someone else to speak.

The primary instructor can pass the microphone to the next person if necessary. For example, the primary instructor might pass the microphone if a participant has finished speaking but is having trouble releasing the microphone, or if a participant leaves the session without releasing the microphone.

Muting your microphone or your speakers

Muting your microphone

You can mute your microphone so that no one in the session can hear you speak, or to ensure that you do not transmit noise (such as shuffling papers) while someone else is speaking. To mute the microphone, choose Tools - Audio - Mute My Microphone (a check mark appears), or select the Mute check box next to the microphone volume control bar.

To turn the microphone on again, choose Tools - Audio - Mute My Microphone (to remove the check mark), or clear the Mute check box next to the microphone volume control bar.

Note If you are using Request Microphone mode, you must request the microphone before speaking, even if your microphone is not muted.

Muting your speakers

You can mute your speakers so that you cannot hear anyone in the session. This feature is helpful when you need to stop listening to the session briefly so that you can attend to other business, such as answering a telephone call. To mute your speakers so that you cannot hear anyone in the session, choose Tools - Audio - Mute My Speakers (a check mark appears), or select the Mute check box next to the speakers volume control bar.

To turn the speakers on again, choose Tools - Audio - Mute My Speakers (to remove the check mark), or clear the Mute check box next to the speakers volume control bar.

Note No one else in the session will know that you have muted your microphone or your speakers.

Adjusting the volume of your microphone or speakers

Adjusting the volume of your microphone

You can adjust the volume of your microphone in two ways:

- Move the bar next to the microphone icon to the desired position. The microphone volume increases as you move the bar to the right. When you speak, the indicator below the bar displays the microphone volume level.
- Choose Tools - Audio - Increase Microphone Volume or Tools - Audio - Decrease Microphone Volume. You can continue selecting either of these menu items to increase or decrease the microphone volume in small increments.

  Note

  Some sound cards might require you to use your system mixer to adjust the microphone volume level. To adjust the microphone volume level with the system mixer, choose Tools - Audio/Video Preferences or click the Preferences button below the video windows . In the Recording section of the Audio tab, click Adjust System Mixer Recording Settings. When the system mixer appears, use the Microphone option to adjust the volume. See Setting recording preferences for more information.

Adjusting the volume of your speakers

You can adjust the volume of your speakers in two ways:

- Move the bar next to the speakers icon to the desired position. The volume increases as you move the bar to the right. When someone in the session speaks, the indicator below the bar displays the volume level.
- Choose Tools - Audio - Increase Speaker Volume or Tools - Audio - Decrease Speaker Volume. You can continue selecting either of these menu items to increase or decrease the microphone volume in small increments.

  Note Make sure that the volume on your computer is high enough. (If the volume on your computer is too low, adjusting the volume of your speakers or microphone in the session will not affect the volume of your voice or others' voices in the session.) Check the volume of your speakers and microphone on your system mixer. See Setting recording preferences and Setting playback preferences for more information.

Viewing the participant who Is speaking

If your online session includes computer audio and video, you can view the person who is speaking by clicking the Speaker's Video tab. (If the Speaker's Video tab is not visible, choose View - Participant List Column - Video Windows to display the video windows.) You can view the speaking participant's video even if you do not have a video camera attached to your computer.

If you are using a modem to attend the session and you are not receiving video as quickly as the other participants, you might want to pause the video. To pause the speaking participant's video image, choose Tools - Video - Pause Speaker's Video or click Pause in the Speaker's Video window. When you pause the video image, you no longer receive any video. The LearningSpace - Virtual Classroom logo displays in your video window. To play the image again, click Play. Clicking Pause or Play in the Speaker's Video window only affects the image in your Speaker's Video window; no one else sees the video image pause.

Viewing your own video image

You can view your own video image by clicking the My Video tab. (If the My Video tab is not visible, choose View - Participant List Column - Video Windows to display the video windows.) You must have a video camera attached to your computer to view your own video image. If you are the speaking participant in a session with more than two people, you see your own image in both the My Video and Speaker's Video windows. If you are in the session with only one other person, you see the other participant in the Speaker's Video window at all times.

To pause your own video image, choose Tools - Video - Pause My Video or click Pause in the My Video window. To play the image again, click Play. If you are the speaking participant and you pause your own video image in the My Video window, everyone in the session sees the LearningSpace - Virtual Classroom logo in their Speaker's Video windows. If you are not the speaking participant and you pause your Speaker's Video image, you are the only one in the session who sees the logo.

Floating the video windows

It is sometimes convenient to view the video windows outside of the session. For example, it is helpful to view the session video while you are working in a program that you are sharing with other session participants. To view a video while working outside the session, you can "float" the video windows to separate them from the session.

To float the video windows, click the Float Video Windows button or choose View - Video - Float Video Window. When the video windows are floating, you can move them anywhere on your computer screen. To return the video windows to the session, click the Float Video Windows button again or choose View - Video - Float Video Window to remove the check mark.

Tip If you are sharing a program in a session that includes audio and video, you might want to float the video windows and then resize the window of the shared program so that you can see video and share your program simultaneously. Remember that if you are sharing your entire screen, everyone in the session will see your video windows when you float them.

Using a 360-degree video camera with the virtual classroom session

LearningSpace - Virtual Classroom supports a video camera that allows students to view a 360-degree area around the camera. If the instructor in a session uses a 360-degree camera, all students can scroll their video windows to see the area surrounding that participant. (You do not need to own a 360-degree camera to view the area around the instructor.)

When the instructor who has a 360-degree video camera stops speaking, and a student with a regular video camera begins speaking, the video switches to the new speaker. No other action is necessary to switch the video.

Note The only 360-degree video camera that the virtual classroom session supports is the TotalView High Res camera from BeHere Technologies. For more information about this video camera, such as required hardware and software, see the camera documentation.

Transmitting 360-degree video

If you are the current primary instructor in an audio/video session and you have a 360-degree video camera, students in the session can see the entire room around you. If several instructors and students are in the same physical room that you are in, you might want to place the camera in a central location. For example, you could place the camera in the middle of a conference table. The camera does not need to be attached to the other participant's computers; it will capture everyone in the room as long as it is attached to your computer.

When using a 360-degree video camera, use a microphone that can capture audio for an entire room (an omnidirectional microphone). Unidirectional microphones do not work properly with 360-degree video.

Viewing 360-degree video

When the instructor is using a 360-degree camera and you move your mouse pointer over the Speaker's Video window, the mouse pointer changes to a double arrow. Move your mouse to the right or left edge of the Speaker's Video window and then hold your mouse button down to scroll through the available video area.

If there is more than one person in the room with the 360-degree camera (for example, if several people are session in the same room, and they have placed the camera in the middle of a conference table), you can see other people as you scroll. To see the entire area around the camera without scrolling, float the video windows. When you scroll the Speaker's Video window or float your video windows to view the full area around the camera, only your video is affected. No one else in the session sees the video scroll or float.

Tip If you notice that the video images are choppy, or if you are receiving video very slowly, you might be receiving video at a low bit rate. Ask your system administrator to allow you to receive video at a bit rate of 128K bits per second or higher.

Setting audio/video preferences in the session

You can set the following audio/video preferences during a session:

- Audio preferences for recording (speaking into a microphone or speakerphone)
- Audio preferences for playback (listening to the session audio through speakers or headphones)
- Video preferences

To access the audio/video preferences, choose Tools - Audio/Video Preferences and click the appropriate tab (Audio or Video). You can also click the audio/video preferences button below the video windows to access the preferences.

Setting preferences recording session audio

The audio preferences for recording allow you to:

- Use echo cancellation so that you don't have to use a speakerphone or headset.
- Select a preferred device (sound card for a microphone or speakerphone).
- Adjust system mixer recording settings.
- Adjust the microphone sensitivity.

To access the recording preferences, choose Tools - Audio/Video Preferences and click the Audio tab.

Using echo cancellation

If you use echo cancellation, the virtual classroom eliminates any echo caused by audio coming out of your speakers and going back into your microphone. This type of echo can occur when your speakers and microphone are too close together (for example, if you are using a laptop with speakers and microphone set close together or if you move your microphone too close to your desktop speakers).

To use echo cancellation, select the check box labeled "Use echo cancellation so that a speakerphone or headset is not necessary." When this check box is selected, you do not need to use a headset or speakerphone to eliminate echoes from the virtual classroom audio. See the topic Why is there an echo in the session?" for more help solving echo problems in a session.

Note To completely eliminate echoes in an audio session, everyone in the session must either select the echo cancellation check box in the audio preferences or use a headset or speakerphone with echo cancellation.

Tip If everyone in the session is using echo cancellation and you still hear an echo, someone in the session might have the microphone or speaker volume turned up too loud. Everyone should adjust the volume of their microphone and speakers to eliminate the echo.

Selecting a preferred recording device (sound card for a microphone or speakerphone)

The device that you use when you speak into a computer (the device for "recording" your voice), such as a microphone or speakerphone, needs a sound card to function. (A sound card is a hardware component that allows your computer to produce sounds.) When you plug your microphone or speakerphone into your computer, you are actually plugging it into a sound card.

Note Sound cards are available in many physical forms. For example, some desktop systems include built-in sound cards, and some modems include sound cards.

If you have more than one sound card on your computer, you must select which sound card you want to use, and you must plug your microphone or speakerphone into the correct sound card. Use the audio preferences to select the sound card you want to use, and then ensure that your microphone or speakerphone is plugged into that sound card. If you are unsure which sound card to choose, experiment with the available options.

Note If you change your recording device during a session, you MUST click OK in the dialog box, leave the session, and attend the session again for the change to take effect.

Adjusting system mixer recording settings

After selecting your preferred recording device, adjust system mixer settings for the device. When you adjust system mixer settings from within the virtual classroom, the changes also affect your recording device when you use it with other programs. For example, if you use the virtual classroom to set the recording volume for your microphone, your microphone will record audio at that volume when you use the microphone with other programs.

To adjust system mixer settings for your recording device:

1. Click "Adjust System Mixer Recording Settings" on the Audio tab. The system mixer appears.

   Note You might have to make sure the Recording options appear in the system mixer. To display the Recording options, choose Options - Properties in the system mixer. Make sure the Recording option is selected in the Properties dialog box and click OK.

2. The settings that appear in your system mixer depend on your audio equipment. Follow the appropriate instructions below:

   - If your microphone is a headset that plugs into the microphone jack on your computer, use the Microphone option in the system mixer to adjust the microphone's recording volume.
   - If you are using a speakerphone that plugs into a line-in jack on your computer, use the Line option to control the recording volume of the speakerphone.
   - If your system mixer includes a Master Record option, use this option to control the final output of the recording settings. If your system mixer includes the Master Record option and the Microphone option or the Line option, experiment with both controls to find an optimum setting.

Adjusting microphone sensitivity

Adjusting your microphone sensitivity prevents you from transmitting noise (such as shuffling papers or typing on the keyboard) to other participants when you are not speaking.

To adjust your microphone sensitivity, speak into your microphone. If the text reads "No Voice Detected," move the slider bar farther to the right. Continue to adjust the sensitivity until the text reads "Voice Detected" when you speak and "No Voice Detected" when you are silent.

Note This setting is very important. If the text in the dialog box reads "Voice Detected" when you are silent, you might prevent other people from being heard during an audio/video session.

Setting video preferences

The video preferences allow you to:

- Select a preferred video capture device.
- Set the video source.
- Set the video format and size.

To access the video preferences, choose Tools - Audio/Video Preferences and click the Video tab.

Selecting your preferred video capture device

When you select a preferred video capture device, you are either:

- **Selecting the video card that you want to use with your camera**. Some cameras require a video card to function. (A video card is a hardware component that allows your computer to produce video images.) If your camera requires a video card, you plug the camera into the video card when you plug it into your computer.

  If you have more than one video card on your computer, use the video preferences to select the video card you want to use, and then ensure that your camera is plugged into that video card. If you are unsure which video card to choose, experiment with the available options.

  OR

- **Selecting a driver for your camera**. If your camera does not require a video card, you can plug it directly into your computer's Universal Serial Bus (USB) port. If you have installed the software for more than one camera on your computer, use the video preferences to select the driver for the camera you want to you use, and then plug that camera into the USB port on your computer.

Note If you change your video capture device, you MUST click OK in the dialog box, leave the session, and attend the session again for the change to take effect.

Setting your video source

Some camera and capture card manufacturers support more than one input source or camera type. You might need to select a different video source before you can view video images.

To set your video source:

1. Click Set Video Source. The video source dialog box appears. (This dialog box differs depending on your camera manufacturer.)
2. Experiment with the available controls. Depending on your camera type, you might need to adjust settings such as brightness and contrast, or you might need to select a video source. If you cannot see your video image even after adjusting these settings, try setting your video format and size.

Setting your video format and size

Most cameras support more than one video size and format. You might need to experiment with the sizes and formats that the virtual classroom supports before you can view video images.

To set the video format and size:

1. Click "Set Video Format and Size." The format and size dialog box appears. (This dialog box differs depending on your camera manufacturer.)
2. Select one of the video sizes listed below. Select the larger size if possible.
   - 176 x 144
   - 160 x 120

   Note If you are using the TotalView High Res 360-degree video camera, choose the 768 x 192 video size.
3. Experiment with the various video formats. The virtual classroom supports all of the video formats listed in the below. (This table is also listed on the Video Preferences tab.) The formats at the beginning of the list require less preprocessing, and therefore deliver better quality than the formats at the end of the list.

Video formats
I420
IYUV
YV12
YVU9
UYVY
UYNV
YUY2
YUNV
YVYU
CYUV
RGB16
RGB24
RGB32
RGBT

Note If you are using the TotalView High Res 360-degree video camera, choose the RGB24 video format.

Troubleshooting audio and video during a session

Before attending a session that includes computer audio and video, test your audio and video to ensure that your microphone, speakers, and video camera are functioning properly.

See the topics below for audio and video help during the session.

- Why can't I join an audio / video session?
- Why is there an echo in the session?
- Why can't anyone hear me speak?
- Why can't I hear anyone speak?
- Why is everyone else experiencing audio and video difficulties?
- Why isn't my camera working with the virtual classroom?
- Why can't I see the speaking participant in the speaker's video window?
- Why is the image in the speaker's video window a LearningSpace - Virtual Classroom logo?

Tip If you have a problem with your audio or video, a warning button appears below the video windows. Click the button to view information about the audio or video problem.

Why can't I join an audio/video session?

If you are unable to join a session that uses computer audio and video, make sure that your audio and video equipment is not already in use. For example, you might be in another audio/video session, or you might be using your audio equipment to play music. Close all programs that are using audio and video and try to join the session again.

Why is there an echo in the session?

If you hear an echo in the session (whether it is your own voice or someone else's voice that is echoing), you are not the cause of the echo.

If you do NOT hear an echo in the session, but other participants DO hear an echo, follow the tips below:

- Either use headphones or a speakerphone with echo cancellation or select the "echo cancellation" check box in the virtual classroom audio preferences. To verify that you are using echo cancellation with your headphones or speakerphone, refer to the documentation for your headphones or speakerphone.

  Tip If everyone in the session is using echo cancellation and you still hear an echo, someone in the session might have the microphone or speaker volume turned up too loud. Everyone should adjust the volume of their microphone and speakers to eliminate the echo.
- Ensure that only one microphone is selected for recording in the system mixer. In the session, choose Tools - Audio/Video Preferences. In the Recording section of the Audio tab, click "Adjust System Mixer Recording Settings." When the System mixer appears, make sure that only one microphone is selected. (If you use a microphone that is plugged into a laptop, you might see more than one microphone option. Make sure that the microphone you use is selected.)
- Use the latest version of your computer's audio driver. Ask your system administrator which audio driver you are using; you might be able to download the latest version from your sound card manufacturer's or computer manufacturer's Web site.
- Use a supported sound card and ensure that it functions properly. If your sound card is the problem, you can reduce the echo by turning down the playback volume in your system mixer. In the session, choose Tools - Audio/Video Preferences. In the Playback section of the Audio tab, click "Adjust System Mixer Playback Settings." When the system mixer appears, turn down the volume of your playback components.

- Ensure that the Microphone option in your system mixer is set properly for playback. In the session, choose Tools - Audio/Video Preferences. In the Playback section of the Audio tab, click "Adjust System Mixer Playback Settings." When the system mixer appears, make sure that the Microphone option is either muted or not selected. (The Microphone option should not be muted for recording.)
- Ensure that your speakers and microphone are not too close together.
- Ensure that you are using a microphone with headphones.
- Ensure that the Microphone is the only device chosen for recording in the system mixer. In the session, choose Tools - Audio/Video Preferences. In the Recording section of the Audio tab, click "Adjust System Mixer Recording Settings." Make sure that the Microphone option is the only option that is selected and click OK.

  Tip If you tested your audio and video before the session and heard your voice echo back to you more than once, other people in the session will hear their own voices echo back to them during the session. Follow the instructions above to make sure that the Microphone is the only device chosen for recording.

Note Because your sound card driver determines the user-interface options in the system mixer, the exact procedure for changing the system mixer options might vary. The above procedures should work for a variety of sound cards. See your sound card documentation for more detailed information.

Why can't anyone hear me speak?

If no one in the session can hear you speak, try the following solutions:

- If you are using Request Microphone mode, another participant might be speaking. Only one participant at a time can speak when using Request Microphone mode. To speak in this mode, click Request Microphone. If another participant has requested the microphone before you, you will receive the microphone when that participant finishes speaking.
- You must have permission to speak before you can speak during a session that includes computer audio. To see if you have permission, move your mouse pointer over your name in the Participant List and look at the tooltip. If necessary, you can ask the primary instructor for permission.
- Ensure that your computer includes a supported sound card; ensure that the sound card is functioning properlyEnsure that your microphone is turned on and that it is plugged into the proper socket.

- Ensure that your microphone or headset has batteries if they are required. Ensure that the batteries are functioning.
- Ensure that the microphone is not muted. The check box next to the microphone icon should not be selected.
- Ensure that the volume of the microphone is high enough. Slide the volume bar farther to the right. If the volume is high enough, and you can see the green bars below the microphone icon move when you speak, the participants who cannot hear you might have a problem with their speakers. The participants who cannot hear you should try the solutions in "Why Can't I Hear Anyone Speak?"
- Ensure that the Microphone option in your system mixer is set properly for recording. In the session, choose Tools - Audio/Video Preferences. In the Recording section of the Audio tab, click "Adjust System Mixer Recording Settings." When the system mixer appears, make sure that the Microphone option is not muted. (The Microphone option should be muted for playback.)

  Note Because your sound card driver determines the user-interface options in the system mixer, the exact procedure for changing the Microphone option might vary. The above procedure should work for a variety of sound cards. See your sound card documentation for more detailed information.
- Adjust your microphone senstivity to be sure that your microphone detects your voice when you speak. You can adjust your microphone sensitivity in the audio/video preferences.
- Ask the other participants in the session to adjust their microphone sensitivity to ensure that they are not transmitting noise (such as shuffling papers) when they are not speaking. Participants can adjust their microphone sensitivity in the audio/video preferences.
- If none of these suggestions work, speak to your system administrator. Your difficulty might be caused by the presence of a firewall.

Why can't I hear anyone speak?

If you cannot hear anyone speak during the session, try the following solutions:

- Ensure that your computer includes a supported sound card; ensure that the sound card is functioning properly.
- Ensure that your speakers are not muted. The check box next to the speakers icon should not be selected.

- Ensure that the volume of the speakers in the session is high enough. Slide the volume bar under the speakers icon farther to the right.
- Ensure that the volume on your computer is high enough. You might have a physical knob to turn or a function key combination to press on your keyboard to increase the volume of your hardware.

Why is everyone else experiencing audio and video difficulties?

Problems with your computer can cause audio and video difficulties for others. For example, if your microphone is shorting out (which generates a lot of noise), no one else in the session can speak or be heard. A computer with problems can also cause the other participants to experience a pause between the time when participants speak and the time when they are heard.

If all participants except you are experiencing audio and video difficulties, ensure that your computer (including hardware and software) is functioning and configured properly and that your system is not generating noise. If your system is generating noise, either mute your microphone when you are not speaking or adjust the sensitivity of your microphone.

Tip If everyone else in the session hears an echo, you might be causing the problem. See "Why is there an echo in the session?" for more information.

Why isn't my camera working?

If your camera is not working with LearningSpace - Virtual Classroom, but it does work with other programs, use the video preferences to:

- Select a preferred video capture device.
- Set the video source.
- Set the video format and size.

To access the video preferences, choose Tools - Audio/Video Preferences and click the Video tab.

Why can't I see the speaking participant in the speaker's video window?

The following situations can cause your Speaker's Video window to display the LearningSpace - Virtual Classroom logo or someone other than the speaking participant:

- When the Speaker's Video window switches to the speaking participant, it displays that participant for a required amount of time. (This time is needed to stop the rapidly switching video from consuming network bandwidth.) The minimum time requirement might cause a participant who spoke previously to remain on display. In this case, a pause occurs between the time that the participant who is speaking is heard and the time that the participant's image is seen.
- The speaking participant might not be able to send video images to the other participants. In this case, the Speaker's Video window displays the LearningSpace - Virtual Classroom logo. The logo is also displayed when the speaking participant pauses the video window.
- If a participant continues to transmit noise through the microphone after speaking (by typing on the keyboard or shuffling papers, for example), that participant's image might continue to be displayed in the Speaker's Video window. To prevent this problem, all participants should either mute the microphone after speaking or adjust the sensitivity of the microphone.

Why is the image in the speaker's video window a LearningSpace - Virtual Classroom logo?

The following situations can cause the Speaker's Video window to display a LearningSpace - Virtual Classroom logo:

- If you are the speaking participant and you pause the My Video window, every participant's Speaker's Video window displays the LearningSpace - Virtual Classroom logo. Click Play in the My Video window to allow your video image to appear in the Speaker's Video window.
- If the Speaker's Video window switches to a new image that is currently paused, the window displays the logo. If you are the speaking participant, click Play in the My Video window to allow your video image to appear in the Speaker's Video window.

Chapter 9
Presenting information in a session

Choosing a method of presenting information

Any student or instructor who has permission to edit/share can use either screen sharing or the whiteboard to present information during a session. Although both tools help you share and present information, they have significantly different purposes. Use this table to help you determine the best tool for your purpose.

Use screen sharing if. . .	*Use the whiteboard if. . .*
You want to be sure that no one can see your presentation before the session begins.	You want to be sure that people can review your presentation before the session begins.
You want to share animated graphics during your presentation.	You have a lot of information that you need to discuss in a short period of time.
You have a fast computer or you are using only one or two programs.	You have a slow computer or you have many programs open at once.
You need to demonstrate a process or procedure in a program.	You want to annotate or highlight the content of your presentation.
You want to save the shared file in the original file format.	You want to save the changed file as an attachment to the session details without changing the original document
You want to allow others to make changes directly to your presentation using the mouse and keyboard.	You do not want others to edit your original document.

Presenting information with the whiteboard

You can use the whiteboard to present a file or to create a presentation with the whiteboard tools. Use the whiteboard when:

- You have a lot of information that you want to discuss in a short period of time.
- You have a slow computer or you have many programs open at once.
- You want to annotate or highlight the content of your presentation.
- You do not want others to edit your original document.
- You want to be sure that people can review your presentation before the session begins.
- You want to save the your annotations to the file.

Whether you are presenting a file that you have prepared in advance or drawing on the blank whiteboard to create your own presentation, you can use the whiteboard tools to draw shapes, enter text, and customize your presentation.

Tip While you are presenting information on the whiteboard, you can change how you view the information. For example, you can make all of the information fit on the whiteboard at once, or you can make the information occupy all of the space on your computer screen. See Tips for arranging the session for more information.

Permission to edit/share

Before you can use the whiteboard to give a presentation, you must have permission to edit/share. Primary instructors always have this permission. To make sure that you have permission, move the mouse pointer over your name in the Participant List and look at the tooltip. See Viewing your permissions for more information. You might need to ask the primary instructor to give you permission to edit/share.

About whiteboard presentations

Whiteboard presentations are presentation files that instructors show on the whiteboard during a virtual classroom session. For example, an instructor can create a presentation in Microsoft Powerpoint and then include it in the outline of the course he or she is developing.

Before adding the whiteboard presentation to a course outline, the instructor must create the file. For example, you might create a file in a word processing or presentation program. When you attach a file to the outline, it is converted to an appropriate format for whiteboard display.

Presenting a file

You can use the whiteboard to present a file. If you are an instructor, you include the file when you create the course outline. You can also add a file during the session as an item in the Additional Materials folder. To present the file on the whiteboard, make sure that the file is selected in the first drop-down box above the whiteboard, or if you are the instructor, you can use the outline to select the whiteboard.

Switching pages in the file

You can switch pages by

- Selecting the page from the whiteboard item in the outline.
- Selecting the page from the second drop-down box in the toolbar above the whiteboard. If the toolbar does not display in your browser, choose View - Whiteboard Tools.

Emphasizing important information

You can draw on the whiteboard to emphasize important information in your presentation. For example, you can draw a circle around an illustration, or you can underline a particular word in red. You can also use the Pointer Tool to point to an item on the whiteboard. When you draw something or enter text on the whiteboard, everyone in the session can see it.

The table below describes how you can use the whiteboard tools to emphasize important information.

Action	***Description***
Pointing	Use the Pointer Tool to emphasize an important item.
Underlining	Use the Line Tool or the Pen Tool to underline information in your presentation. You can also choose a color and a width for your line.
Drawing a Circle	Use the Oval Tool or the Pen Tool to draw a circle around an item in your presentation.
Drawing a Rectangle	Use the Rectangle Tool to place a box around information in your presentation.
Entering Text	Use the Text Tool to enter text on the whiteboard. For example, you can enter a label for an illustration or describe a process.

For more information about the whiteboard tools, see Drawing on the whiteboard and Entering text.

Customizing your presentation

After you have drawn shapes and lines and entered text in your presentation, you can customize the appearance or change the location of the shapes and text on the whiteboard. For example, you can change the color of text, lines, and shapes on the whiteboard, or you can move a shape you have drawn to another location.

Saving the file

If you want to save the changes to your file, ask the current primary instructor to save the file. Only the primary instructor can save a whiteboard file.

Saving a whiteboard file does not change the original version of the file. The original version of the file is always stored with the outline in the Course Builder. After the current primary instructor saves the file, three versions of the file are available (the original version of the file and two copies of the changed version of the file). The original version of the file retains the original file extension; the new versions of the file will have an SWB and an RTF extension.

Creating a presentation with the whiteboard tools

You can draw on the blank whiteboard to give a presentation during the session. You can also allow others to draw on the whiteboard. If you are the current primary instructor, you can select the blank whiteboard item in the Additional Materials folder of the outline. All others with permission can select the word "Whiteboard" in the first drop-down box at the top of the whiteboard.

The table below presents ideas for creating a presentation on the whiteboard. You can use the whiteboard tools to create anything you can create with a piece of paper and a pen.

Note If the whiteboard tools are not visible, choose View - Whiteboard Tools to turn on the check mark and display the tools.

Action	*Description*
Creating illustrations	Draw on the whiteboard to illustrate a point or demonstrate a process.
Creating charts, graphs, and diagrams	Draw shapes and lines on the whiteboard and put them together to create charts, graphs, or diagrams.
Entering text or numbers	Use the Text Tool to enter text or numbers on the whiteboard. For example, you can enter a label for an illustration or a percentage for a graph that you have created.

For more information about the whiteboard tools, see Drawing on the whiteboard and Entering text.

Customizing your presentation

After you have drawn shapes and lines and entered text in your presentation, you can customize the appearance or change the location of the shapes and text on the whiteboard. For example, you can change the color of text, lines, and shapes on the whiteboard, or you can move a shape to another location.

Saving the file

If you want to save your whiteboard presentation, ask the current primary instructor to save the file. (Only the primary instructor can save a whiteboard file.)

Saving a whiteboard file does not change the original version of the file.

Drawing on the whiteboard

You can draw on the blank whiteboard or on a presentation file. If you are presenting a whiteboard file that is included in your course outline, you can use the whiteboard tools to emphasize important information. For example, you can underline a sentence or circle a significant number in a lesson.

If you are presenting information on a blank whiteboard, you can use the whiteboard tools to create illustrations, charts, or diagrams. You can also use the whiteboard as a shared place to write ideas and sketch designs.

Note If the whiteboard tools are not visible, choose View - Whiteboard Tools to turn on the check mark and display the tools.

Permission to edit/share

You must have permission to edit/share before you can draw on the whiteboard. If you need to draw on the whiteboard but you do not have permission to edit/share, you can ask for permission.

Drawing straight lines

When you are presenting a file, you can draw a line to underline important information. You can also use lines and arrows to create sketches on the blank whiteboard. If you want to draw the line in a specific color or at a certain width, you can choose the color and the width before or after drawing the line.

1. To draw a straight line or an arrow, click the Line Tool or Arrow Tool and position the pointer where you want to draw the line.
2. Click the mouse button and drag to draw the line. Release the mouse button when the line reaches the desired size. (If you use the Arrow Tool, the line ends with an arrow head.)

Drawing rectangles and squares

You can draw rectangles and squares to place a box around important information when presenting a file. You can also use rectangles and squares to build charts or diagrams on the blank whiteboard. If you want to draw the shape in a specific color or at a certain width, you can choose the color and the width before or after drawing the shape.

1. To draw a rectangle or square, click the Rectangle Tool and position the pointer where you want to draw the shape.
2. Click the mouse button and drag to draw the shape. Release the mouse button when the shape reaches the desired size.

Drawing ovals and circles

Using the Oval Tool, you can circle important information during a presentation or create circles and ovals on the whiteboard. If you want to draw the shape in a specific color or at a certain width, you can choose the color and the width before or after drawing the shape.

1. To draw an oval or circle, click the Oval Tool and position the pointer where you want to draw the shape.
2. Click the mouse button and drag to draw the shape. Release the mouse button when the shape reaches the desired size.

Drawing with a pen

Use the Pen Tool to draw curved and straight lines or to create shapes, just as you would when drawing with a piece of paper and a pen. You might want to use the Pen Tool to circle important information when presenting a file or to sketch a product design on the blank whiteboard. If you want to draw lines and shapes in a specific color or at a certain width, you can choose the color and the width before or after using the Pen Tool.

1. To draw lines and shapes as though you were using a pen, click the Pen Tool and position the pointer where you want to draw.
2. Click the mouse button and drag to draw the line or shape. Release the mouse button when you are finished.

Entering text

Use the Text Tool to enter text and numbers on the whiteboard. For example, you can enter a label for an illustration or a description for a process. If you want to enter text in a specific color, you can choose the color before or after entering the text.

1. To enter text, click the Text Tool.
2. Position the cursor and click where you want to place the text. Four small squares, or handles, appear.
3. Enter the text. (You can also enter numbers and symbols.) As you type, the handles move apart and form a box around the text.

Pointing to an item on the whiteboard

You can use the Pointer Tool to point to an important item during a whiteboard presentation.

Note Students in a broadcast session and anyone viewing a recorded session cannot see the whiteboard Pointer Tool.

To point to an item:

1. Click the arrow next to the Pointer Tool to select a pointer. After selecting a pointer, make sure the Pointer Tool is pressed in.
2. Click on the whiteboard next to the item you want to emphasize. A pointer appears next to the item.
3. (Optional) To use the same pointer to emphasize something else on the whiteboard, select the pointer and drag it to the new location.
4. (Optional) To use a new pointer to emphasize something else on the whiteboard, repeat steps 1-2. The original pointer remains on the whiteboard.

Tip You can delete a pointer just as you would delete any other whiteboard item.

Note The Pointer Tool is not saved when the primary instructor saves a whiteboard file.

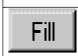
Customizing your presentation

After you have entered text and drawn shapes and lines on the whiteboard, you can customize your presentation. For example, you can change the color of anything you have drawn on the whiteboard. You can also move, delete, and resize items on the whiteboard. See these topics for more information:

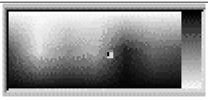
- **Using color:** Choose the color of shapes, lines, and text on the whiteboard.
- **Choosing a line width:** Choose a line width for lines and shapes.
- **Formatting text:** Choose a font, size, and style for text.
- **Selecting, resizing, and moving whiteboard content:** Select, resize, or move items on the whiteboard.
- **Deleting whiteboard content:** Remove individual items from the whiteboard or remove everything you have created from the whiteboard.

Using color

You can choose a color for shapes, lines, and text on the whiteboard either before or after you create them. The following table identifies the available tools for choosing a color.

Tool	*Tool Name*	*Description*
	Line Color Well	The button next to the word "Line." Allows you to color lines, text, and the outlines of shapes.
	Fill Button	The button labeled "Fill." Allows you to add the color in the Fill Color Well to a selected shape. Click the Fill button again to remove the color from the selected shape.

continued

Tool	*Tool Name*	*Description*
	Fill Color Well	The button next to the word "Fill." Allows you to color the insides of shapes.
	Color Chooser	The box next to the color wells. Allows you to choose a specific color for anything you create on the whiteboard.

Coloring lines and text

Use the Line Color Well to color:

- Lines drawn with the Arrow, Pen, and Line Tools
- The outlines of rectangles, squares, ovals, and circles
- Text

To color lines and text:

1. Click the Line Color Well, and then move the small square in the Color Chooser to the desired color.
2. You can now draw lines, enter text, and draw shapes to be outlined in the chosen color.

To change the color of a line or outline after you have drawn it, select the item and then choose a new color. You can also select text to change its color.

Coloring shapes

Use the Fill Color Well to color shapes on the whiteboard.

1. Make sure that the Fill button is pressed down.
2. To choose a color for a shape, click the Fill Color Well and then move the small square in the Color Chooser to the desired color.
3. You can now draw shapes that are filled with the chosen color.

To change the color of a shape after you have drawn it, select the shape and then choose a new color. To change the color of the shape's outline, see Coloring lines and text.

To remove the color from the inside of a shape, make sure the shape is selected, and then click the Fill button so that it is no longer pressed down. The fill color is removed.

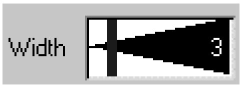
Tip You can change the fill and line colors of a shape at the same time by pressing SHIFT and clicking the Line Color Well and then the Fill Color Well. While both color wells are pressed down, choose the new color in the Color Chooser.

Choosing a line width

Use the Line Width Tool to change the width of lines on the whiteboard. You can also change the line width of shapes. You cannot change the line width of text. (See Formatting text to change the appearance of text.)

1. To choose a line width for a line or shape, click the tool you want to use: Pen, Line, Arrow, Rectangle, or Oval. Move the bar in the Line Width Tool to the line width you want.
2. You can now create the line or shape with the line width you selected.

To change the width of a line or shape after you have drawn it, select the item and then choose a new line width.



Formatting text

Use the Font Tool to change the font, style, and size of text either before or after you enter the text. To change the color of text, see Coloring lines and text.

Note This doesn't reformat text that's part of your original presentation.

1. Click the Text Tool or select text that you have already entered on the whiteboard.
2. Click the Font Tool.
3. In the Font Panel dialog box, select the font, style, and size for the text.
4. Click OK. You can now enter text in the format you selected.

To change the format of text after you have entered it, select the text and then follow steps 2-4 above.

Selecting, resizing, and moving whiteboard content

Selecting and resizing whiteboard content

The Selection Tool allows you to select anything that you have created on the whiteboard. You must select text, lines, and shapes on the whiteboard before you can make any changes to them. (You cannot resize text. See Formatting text to change the appearance of text.)

- To select an item on the whiteboard, click the Selection Tool , and then click the item you want to select. Small squares, or handles, appear around the item.
- To resize an item, click one of the handles and drag the mouse. Release the mouse when the item reaches the desired size.

Note You cannot resize text or any shapes that were created with the Pen Tool.

Moving whiteboard content

You can also use the Selection Tool to move lines, shapes, and text to any location on the whiteboard.

1. Click the Selection Tool , and then click the item that you want to move.

2. Hold the mouse button down and drag to move the item. Release the mouse button when the item reaches the desired location.

Deleting whiteboard content

The Delete Tool allows you to delete lines, shapes, and text that you have drawn or entered on the whiteboard. If you are working with a presentation file, the file itself is not deleted - only the content that you added in the session.

To delete an item on the whiteboard, click the Delete Tool , and then click the item you want to delete. Small squares, or handles, appear around the item before you delete it.

You can also use the Delete Tool to delete everything you have created on the whiteboard or added to the presentation file. Click the Delete Tool and then press CTRL and click anywhere on the whiteboard.

Editing with the whiteboard tools

To edit a presentation with the whiteboard tools or to present a file on the whiteboard, you must have permission to edit/share. To find out if you have permission, move the mouse pointer over your name in the Participant List and look at the tooltip. If you do not have permission to edit/share, you can send a private chat message to the primary instructor to ask for permission.

If you want other instructors and students to edit your presentation, they must have permission to edit/share. If you are the current primary instructor and you want to give others permission to edit/share, select the participant's name in the Participant List and choose Permissions - Grant - Permission to Edit/Share. If you are not the current primary instructor and you want a participant to edit your shared file, ask the current primary instructor to grant that participant permission to edit/share.

After you have permission to edit/share, you can edit with the whiteboard tools. See the following procedures:

- Drawing on the whiteboard
- Entering text
- Pointing to an item on the whiteboard
- Formatting text
- Using color
- Choosing a line width
- Selecting, resizing, and moving whiteboard content
- Deleting whiteboard content

Presenting information with screen sharing

You can use screen sharing to work together or to give a presentation. Use screen sharing when:

- You need to use a computer software program to demonstrate a procedure.
- You want to be sure that no one sees your presentation before the session begins.
- You want to share animated graphics during your presentation.
- You want to save the edited contents of a file in the original file format. For example, you can share a Lotus Word Pro file, allow a participant to make changes to it, and then save the edited file in Lotus Word Pro.
- You want to allow students in the session to use their computers to edit your presentation.
- You have a fast computer or you are only using one or two programs.

Permission to edit/share

Permission to edit/share allows you to:

- Share your screen.
- Control a screen shared by another participant.

You do not have to be the current primary instructor to share your screen with others, but you must have permission to edit/share. To make sure that you have permission to edit/share, move your mouse pointer over your name in the Participant List and look at the tooltip. See Viewing your permissions for more information. If you do not have permission to edit/share, see Asking for permissions.

If you want to allow others to control the shared screen, they must also have permission to edit/share. You can check the permissions of a session participant by moving the mouse pointer over the participant's name and looking at the tooltip. If the participant that you want to control the shared screen does not have permission to edit/share, the current primary instructor must grant permission.

Preparing for screen sharing

Before you begin screen sharing you should:

- Make sure that you have permission to edit/share.
- Learn how to protect confidential information on your computer by reading Ensuring security.
- Ensure the most efficient screen-sharing session by reading "Improving screen sharing performance."

About screen sharing

With screen sharing, an instructor starts an application and students can see it on their monitors. Instructors can also use screen sharing to demonstrate a process. For example, an instructor might want to use screen sharing to run a demonstration for a large number of people on how to use a software application. If students are granted permission, they can perform any functions that the shared application allows. The application doesn't even have to be installed on the students computers.

Ensuring security

Screen sharing presents potential security risks. For example, when you share your entire screen or part of your screen, others see everything within the shared area. Other instructors or students might view confidential information that you did not intend to share. When you allow others to control a program on your computer, they can perform any functions that the shared program allows. They might inadvertently change or delete an important file on your computer.

To protect any confidential information, you should take the following security measures before sharing a screen:

- Close all programs that you do not want to share.
- Carefully choose the programs you share.
- Allow other instructors or students to control shared programs only when necessary.
- Share your entire screen or part of your screen only when necessary. (Make sure that you do not display any confidential information.)

Tips for improving screen-sharing performance

Use the following tips to get the best performance when you share your screen:

- **Lower your color settings.** Set your computer's color palette to 256 Colors. (To access the color palette, right-click on the desktop, select Properties, and then choose the Settings tab.) When you use a higher color setting, images take more time to transmit. Use a higher color setting only when image quality is extremely important and transmission speed is not an issue.
- **Use the smallest window size that is practical when you share a program.** Or, you can share part of the screen instead of sharing a program.
- **Allow time for all instructors and students to join the session before you begin sharing.** Otherwise, they might notice periodic interruptions in the session as others join.
- **Avoid switching between windows within the program you are sharing.** Switching between windows slows performance, especially when you share programs that use many colors (such as paint packages).
- **If possible, avoid switching between programs.**
- **Use the fastest computer available.**
- **Do not run unnecessary programs.**
- **Turn off desktop patterns and pictures when sharing part of the screen or the entire screen.** Also turn off your computer's taskbar icons and clocks if possible.

Tips for using screen sharing to work together

Follow these guidelines to increase your class's productivity when you use screen sharing:

- See Ensuring security.
- See How to share your screen for information about the best method for sharing your screen: Share a Program, Share My Entire Screen, or Share Part of My Screen with a Frame.
- To control your screen, other instructors or students must have permission to edit/share. Ensure that they have permission to edit/share by moving your mouse pointer over their names in the Participant List and reading the tooltip. If a someone does not have permission to edit/share, the current primary instructor must grant permission.
- After you begin sharing, use the Tools menu commands or the screen-sharing toolbar to let others take control or to remove control.
- Save the shared file frequently.
- If you are editing a file as part of your screen sharing activity, be sure to save the final version of the file that was edited during the session.

Using screen sharing for a presentation

If you are an instructor, you can use either the whiteboard or screen sharing to give a presentation. Choose screen sharing when you want to share animated graphics, allow others to change your original file, or save your presentation in its original format.

You can also use screen sharing to demonstrate a process. For example, you might want to use screen sharing to teach a large number of students how to use a software program.

To give a presentation with screen sharing:

1. **Switch to screen sharing in your session.** Click the screen sharing item in your outline.
2. **Choose a sharing method.** The method you choose depends on your purpose. For example, if you want to present a file that you prepared in Lotus Freelance Graphics, open Freelance Graphics on your computer, choose Share a Program, select Freelance Graphics, click Share Program, and open your file. See How to share your screen for more information.

3. **Present your information.** The way you conduct your presentation depends on how much interaction you want in the session.
    - Many presentations do not require other instructors or students to edit the shared information. If you do not want others to make changes to your presentation, do not allow others to control the screen. Continue with your presentation and proceed to step 4.
    - If you do want others to make changes to your presentation (for example, if you want to allow someone to edit the file you are sharing), allow others to control the screen. (Remember that during broadcast sessions, most people can only watch and listen, but you can allow other instructors to control the shared screen.)
4. **Stop sharing.** When you are finished, stop sharing.

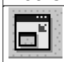
Note Do not leave the session while sharing your screen. If you do, others will no longer be able to see the shared screen. Be sure to stop sharing before you leave the session.

Using the screen-sharing toolbar

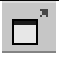
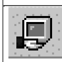
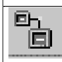
You can perform most screen-sharing tasks using either the screen-sharing toolbar or the Tools menu. If you have permission to edit/share, the screen-sharing toolbar appears above the shared area when the screen-sharing button is clicked.

Tip If the toolbar is not visible, choose View - Toolbar to turn on the check mark and display the toolbar.

The table below describes the toolbar buttons.

Toolbar button	*Button name*	*Description*
	Fit Shared Area to Window	See all of the shared information without scrolling. Clicking this button does not affect what others see on their screens. **Note** This button is most useful when you are sharing a whiteboard file or viewing information shared by another participant. If you are sharing your own screen, this button has no effect.

continued

Toolbar button	*Button name*	*Description*
	Make Shared Area Full Screen	Maximize the shared area to see a larger view of it. When the shared area is maximized, you cannot see the session. To return to the original layout, click the floating Undo Full Screen button or press ESCAPE. Clicking this button does not affect what others see on their screens. **Note** This button is most useful when you are sharing a whiteboard file or viewing information shared by another participant. If you are sharing your own screen, this button has no effect.
	Share a Program	Share an open program with other instructors or students.
	Share My Entire Screen	Share the entire contents of your screen. (This icon also appears next to your name in the Participant List details when you begin sharing your screen.)
	Share Part of My Screen with a Frame	Share only the area enclosed within the borders of the resizable frame.
	Let Others Control or Edit My Screen	Allow other instructors or students to control your screen, no matter which method of sharing you are using.
	Control Screen Sharing	Take control of the shared screen. Use your mouse and keyboard to make changes to the information. (This icon also appears next to your name in the Participant List details when you control the shared screen.)
	Stop Sharing	Stop sharing information at any time, even when another instructor or student controls your screen.

How to share your screen

You can share your screen in three ways:

- **Share a Program:** Use this method when you want to share a specific program on your computer. This method is a good choice if you are concerned about preserving private information, because the windows of other programs are hidden from session students. For example, you can share a Lotus 1-2-3 file in a session, and students see only the Lotus 1-2-3 window from your screen.
- **Share My Entire Screen:** Use this method when you want to easily switch between multiple programs. Students can see everything on your screen, including icons, programs, and the desktop, so you must carefully consider your need to preserve private information. This method might be slower than the other two methods.

  Note When you share your entire screen, a message informing you that you are sharing your screen appears. By default, you begin by sharing the Session. To share something else, minimize the session by clicking the minimize button. (Do not click the X button.)
- **Share Part of My Screen with a Frame:** Use this method when you want the most control over what students can see. When you share part of your screen, students see only what is enclosed within the borders of the resizable frame.

Remember that security risks increase when you allow others to control your screen, no matter which sharing method you choose.

Sharing Your Screen

Before sharing your screen and allowing others to control it, read Ensuring security.

You must have permission to edit/share to share your screen. To check that you have permission, move your mouse pointer over your name in the Participant List and read the tooltip. If you do not have permission, see Asking for permissions.

1. Make sure that any programs that you want to share are open.
2. Choose a screen-sharing method from the Tools menu or the screen-sharing toolbar:

   Share a Program

   Share My Entire Screen

Share Part of My Screen with a Frame

3. If you chose "Share a Program" in the previous step, select a program and click Share Program. The program automatically appears on your screen. If you chose another screen-sharing method, skip this step.

   Tip Click Refresh List to update the list of programs that are open on your computer.

4. Confirm that you are sharing. When you are sharing, you see a Stop Sharing button in the title bar of the shared area. You also see a sharing icon next to your name in the Participant List details. Participants see your initials beside the cursor in the shared screen.

5. To switch sharing methods, choose Tools, and then choose another one of the methods.

Tip Stop sharing your screen before you leave a session. If you leave a session while sharing your screen, students cannot see the shared screen.

Stop sharing

You can stop sharing information at any time, even when a student is controlling your screen. To stop sharing, click Stop Sharing on the screen-sharing toolbar or choose Tools - Stop Sharing.

Allowing others to control the shared screen

When you begin sharing your screen, you are the only one who can control the screen on your computer. Others cannot control the screen unless you allow them to do so. You always maintain control of your screen, even when you allow others to control it.

After you allow others to control the shared screen, any instructor or student can make changes to the shared information. For example, a student who has control can edit a shared file or open a new file in a shared program. Before allowing others to control your screen, consider ways to protect your confidential information by reading Ensuring security.

Tip To prevent confusion about who should control the screen, use computer audio, session chat, or a telephone conference call to discuss the order in which participants should control the screen.

Giving control to others

1. Make sure that the instructors or students to whom you want to give control have permission to edit/share . Move your mouse pointer over each name in the Participant List and read the tooltip. If the participant does not have permission to edit/share, the current primary instructor must grant permission. See Asking for permissions for more information.
2. If you have not yet done so, begin sharing your screen. A sharing icon appears next to your name in the Participant List details. Other participants see your initials beside the cursor in the shared screen.
3. Choose Tools - "Let Others Control or Edit My Screen," or click Allow Control in the floating toolbar. A check mark appears next to "Let Others Control or Edit My Screen" on the Tools menu. Anyone who has permission to edit/share can now control the shared screen.

   Tip To ensure that only one instructor or student can control the shared screen, grant that participant permission to edit/share and revoke permission to edit/share from all other participants in the session.
4. At any time during the session, you can look at the Allow Control button to confirm that you have given control to the others. The Allow Control button remains pressed in while others have control. You can confirm who is controlling the shared screen by viewing the Participant List details. An arrow appears next to the name of the participant who is controlling the screen.

Note Do not use your keyboard or mouse while another instructor or student has control.

Removing control from others

To remove control from another instructor or student and continue sharing, do either of the following:

- Choose Tools - Let Others Control or Edit My Screen to remove the check mark. When the check mark is gone, other participants cannot control your screen.
- Click Allow Control in the floating toolbar. Once Allow Control is not pressed in, other participants cannot control your screen.

If you click Stop Sharing or choose Tools - Stop Sharing, others automatically lose control of the shared screen.

Tip If you have trouble removing control of the shared screen, ask the controlling participant to stop moving the cursor.

Taking control of the shared screen

When you participate in a session that involves screen sharing, you need permission to edit/share before you can control or edit the shared screen. You cannot take control unless the sharing unless the current primary instructor allows others to control the screen.

Follow these steps to control a shared screen:

1. Ensure that the current primary instructor who is sharing the screen has allowed other participants to control the screen.
2. Verify that you have permission to edit/share by moving your mouse pointer over your name in the Participant List and reading the tooltip. See Using permissions for more information. If you do not have permission to edit/share, you must ask the instructor to grant this permission to you.
3. Choose Tools - Control Screen Sharing or click Control Screen Sharing in the screen-sharing toolbar. An arrow appears next to your name in the Participant List details. When you use the mouse or keyboard, everyone except the person who is sharing the screen sees your initials beside the cursor.

Note The participant who is sharing the screen must view the Participant List details to confirm who controls the shared screen.

Chapter 10
Finishing a session

Finishing a session

Before leaving a session, ask the primary instructor if any session information is available for review after the session is over. For example, you might be able to see an annotated whiteboard file or watch a recording of the session. To view information about a finished session, you must view the session details for the session.

See the following topics for more information:

- Saving session information
- Viewing saved session information
- Viewing recorded sessions

Saving session information

During a session, any participant can save the chat transcript on his or her own computer. In addition, the primary instructor can save a whiteboard file as an attachment to the session details.

Saving a chat transcript

You can save a chat transcript that occurs in a virtual classroom session. You must save the transcript while the session window is open.

1. In the virtual classroom, choose Session - Save - Chat.
2. (Optional) Change the default file name and location.

   Note The default location is the C:Windows\Java\LVC directory. The default filename includes the course title and number, the date and time started, and the TXT extension. (For example: "Programming Basics 305.200373.236.txt.") If you rename the file, be sure to use the TXT extension.
3. Click Save.

Saving a whiteboard file

During a session, the primary instructor might want to save a presentation file used on the whiteboard so that others can view it when the session is over. For example, if someone has presented a file on the whiteboard, and several participants have annotated the file, the primary instructor can save the changed file as an attachment to the session details. The primary instructor can also save a file that was created on the blank whiteboard.

LearningSpace - Virtual Classroom saves whiteboard files in two formats: RTF (for viewing in a word-processing program) and SWB (a whiteboard file, for viewing in a session). The original file remains unchanged and is attached to the outline in the Course Builder.

Note For best results, view the RTF file in Microsoft Word.

To save a presentation file used on the whiteboard:

1. Make sure the file you want to save is displayed on the whiteboard.
2. Click Save in the whiteboard toolbar or choose Session - Save - Whiteboard. A confirmation dialog box appears.
3. The saved file is attached to the Post-Session Data page of Session Details.

Note You cannot save your whiteboard presentation in its original file format. For example, if you attach a Lotus 1-2-3 file to the whiteboard, you cannot edit and save the changes in Lotus 1-2-3 format. If you must save your edits in the original file format, use screen sharing to edit and save the file.

Leaving a session

To leave a session, choose Session - Leave Session. Your virtual classroom closes, but other participants can continue with the session. (You can also leave the session by clicking the "X" button at the top of the virtual classroom.)

Tip If you are sharing your screen in a session, be sure to stop sharing before you leave the session. If you are the primary instructor and you want to save a whiteboard file, be sure to save the file before leaving.

If the primary instructor leaves the session

If the primary instructor leaves without switching to a new primary instructor, the session continues without moderation. Participants without permissions cannot get permissions in a session without a primary instructor.

Viewing saved session information

After a session is over, you can find any saved presentation files used on the whiteboard on the Post-Session Data page of Session Details. If you saved a chat transcript from the session, you can find it in a directory on your computer.

Viewing saved chat transcripts

If you saved a chat transcript from the session, you can read it by locating the file on your computer and double-clicking it or by opening any word-processing program and then opening the chat transcript file. The default location for the file is C:\Windows\Java\LVC.

Viewing presentation files used on the whiteboard

If you are an instructor, when you create a session and develop your outline, you include presentation files for display on the whiteboard. During the session, you can annotate, or change the file. The current primary instructor can then save the changed file. The file is saved in two formats (RTF for quick viewing; SWB for whiteboard display). The primary instructor can also save a presentation file that was created on the blank whiteboard. You can view presentation files in RTF and SWB formats on the Post-Session Data page of Session Details.

Viewing presentation files in their original format

To view the presentation file in its original format with its original, unedited content, follow these instructions.

1. From the Learning Home, click the My Sessions tab.
2. Click the session whose presentation file you want to see.
3. In Session Details, click View outline.
4. Click the outline item that contains the presentation.
5. Under the Attached file heading, click the file name.

   The file displays with its original content.

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