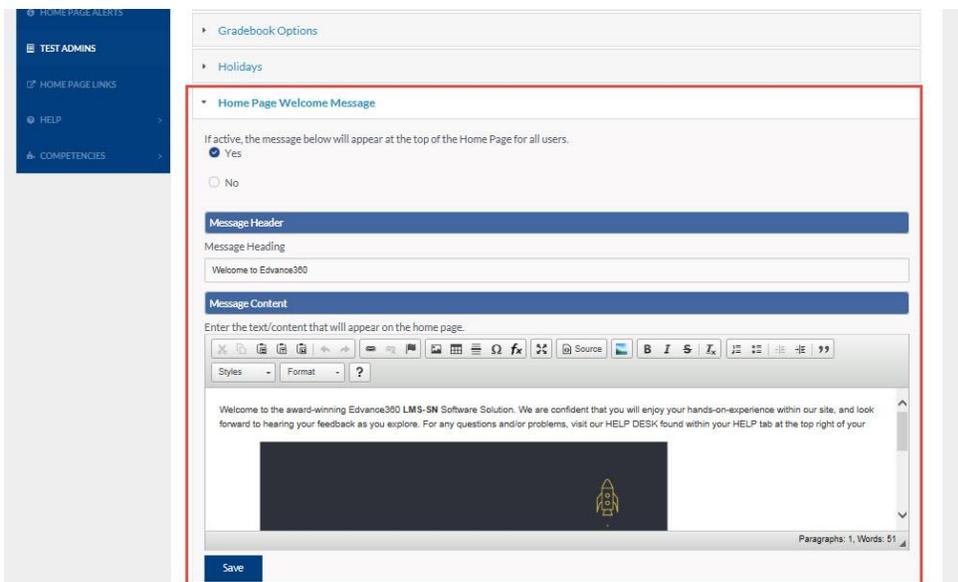# Edvance360 QUICKSTART GUIDE

How to Communicate with Learners

How to Communicate with Learners

Within Edvance360, Admin and Instructors may communicate with Learners in a number of ways.
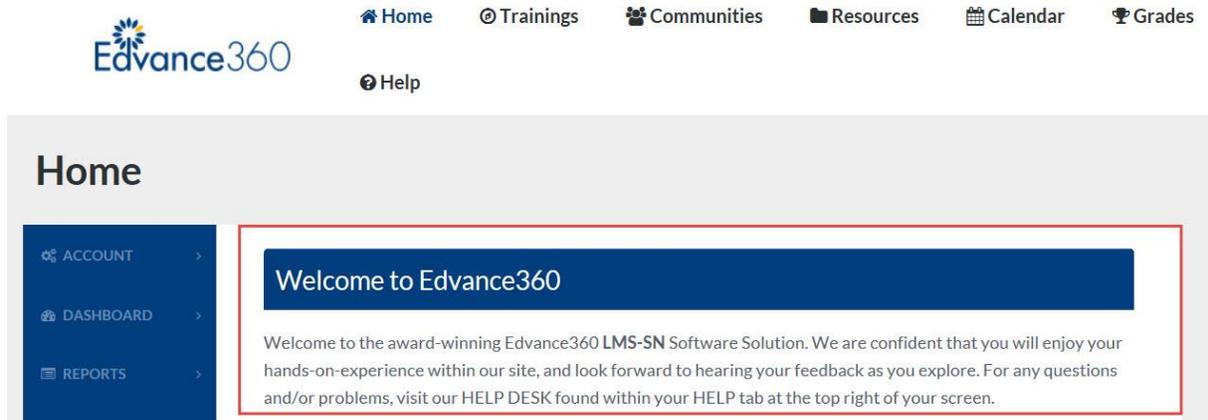
1 Home Page Welcome:

(A) Admin users may create a permanent Home Page Welcome for all users to view on their Home Dashboard by going to Admin>Config & Settings>General Settings>Home Page Welcome Message. **Note**: Users are not able to remove this welcome notification.

(B) The message will appear for users on their Home Dashboard, as shown below.

## 2   Notifications/Alerts:

(A) Admin users may create a removable notification for certain user types to view on their Home Dashboard. To create, edit or delete a notification/alert, go to Admin>Home Page Alerts.
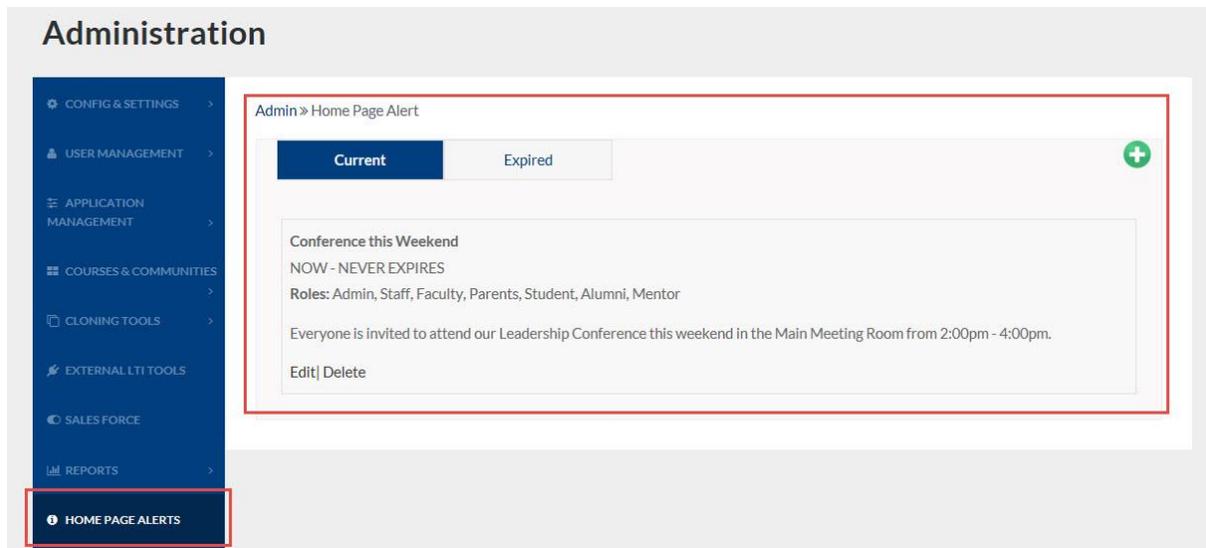
(B) The users will view their notifications/alerts from their Home Dashboard as seen below.

Notifications

Mark All Read

Weekend Conference!

NOW - NEVER EXPIRES | Mark read

Everyone is invited to attend our Leadership Conference this weekend in the Main Meeting Room from 2:00pm - 4:00pm. Contact the Main Office to RSVP.
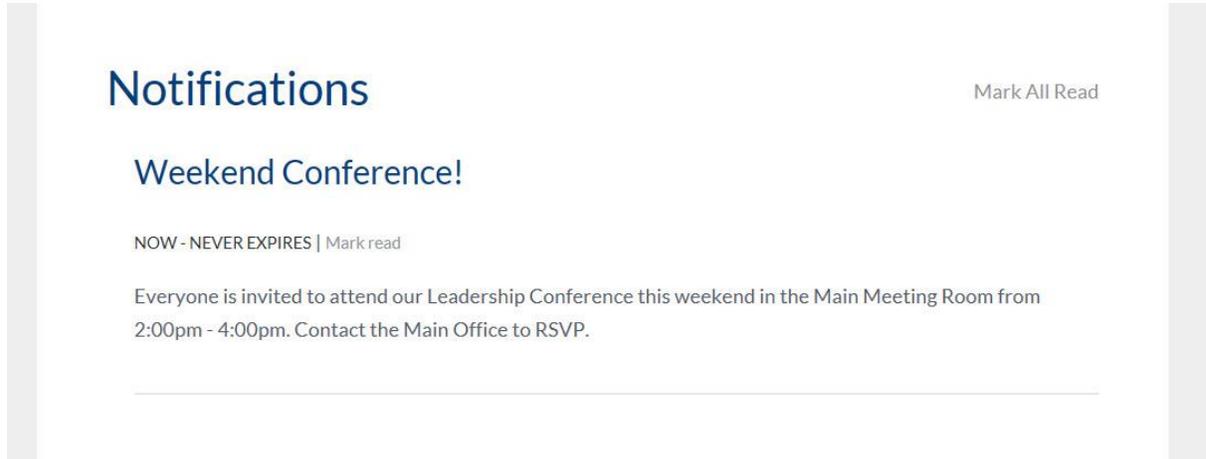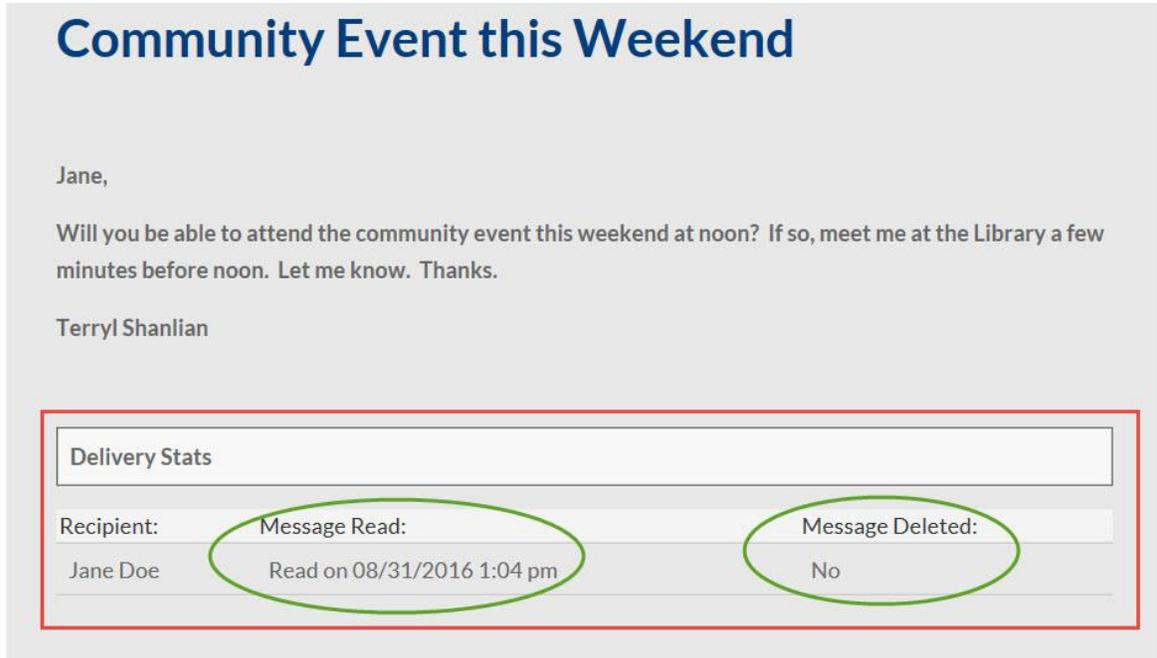
3 Sending Messages:

(A) Admin and Instructors may send learners messages by selecting a learner or learners from the course/community attendees on a course/community home page. Once the user(s) are selected, choose "Select Option" to Send Mail or Send Mail Privately (which means if multiple users are being sent the same message, they all will be "blind copied" and they won't see each other's emails in the send area).
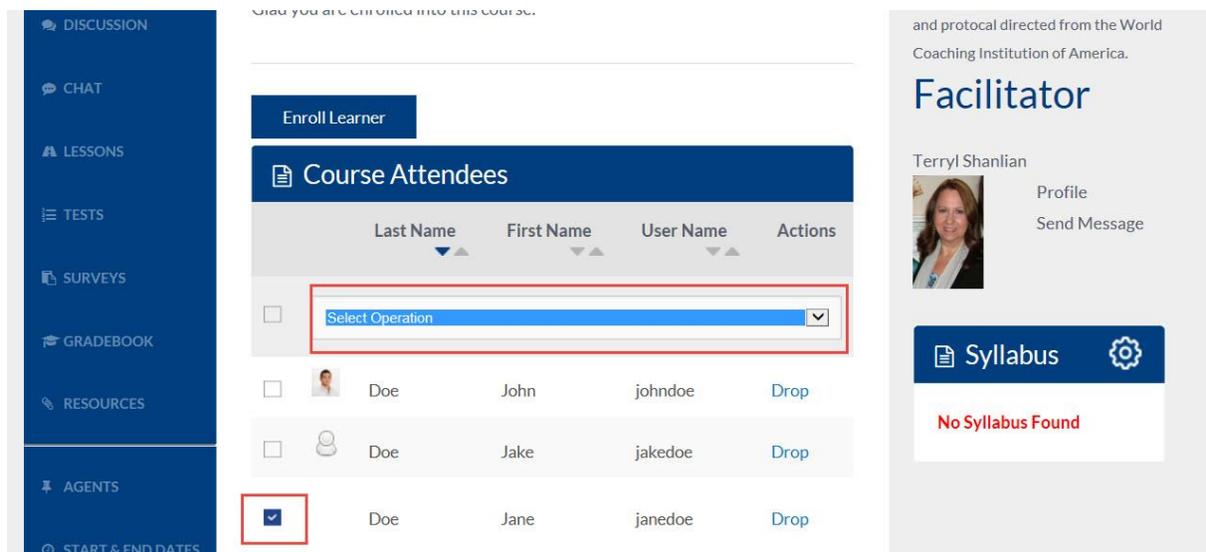
(B) Once a message has been send, select Sent Mail in the Mailbox area and select a particular message to review the Delivery Stats. The system will show the date and time if

the message was opened and if the user deleted the message (yes or no). See below.

4 Agents:

(A) Each course/community has a selection of agent which may be pre-set to be sent to users and/or instructors for that particular course or community.
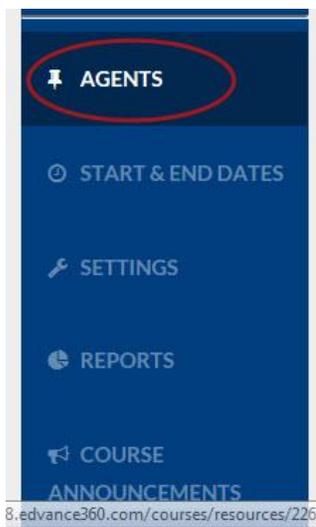
(B) The three main options are Scheduled Tasks, Thresholds Alerts, and Content Alerts. To create a new alert, select the option then select the Green Plus Sign to review the additional

options within each area. Directions and explanations for each are revealed once the option is selected.

5 Discussion Posts/Forums:

(A) Each course and community has the Discussion tool which may be used to create Discussion Forums (which are categories holding a group of posts), or individual Posts. These Forums and Posts may be used any number of ways to engage learners. Within course Settings, various settings may be set for the course/community Discussions.

(B) When enrolled learners engaged and comment within any posts/forums, a notification will appear on the learner's home dashboard to encourage continued discussion between

learners and instructors.

6 Calendar:

(A) Within each course and community is a calendar specific for that particular course or community where the Instructor may add a calendar item.

(B) All enrolled learners will see the item on their own personal calendar.
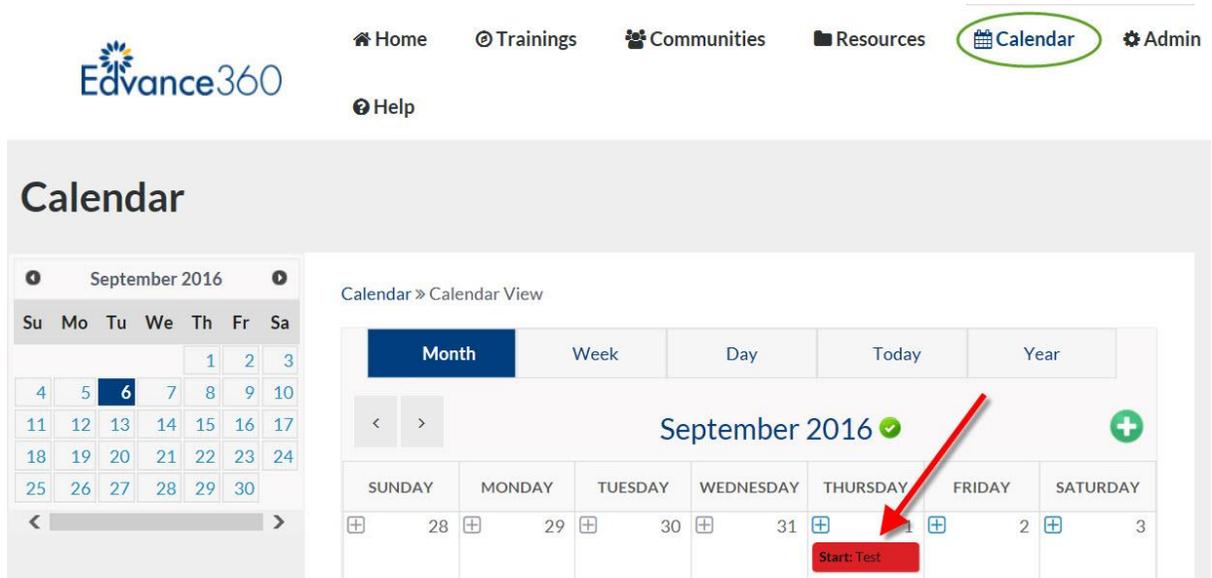
7 Chat:

(A) A live chat tool is available for each course and community. Once selected, the instructor may Launch the Chat Window, Search Filter for previously Chat session, etc. Each chat session is recorded by the system and may be searched and reviewed at any time. NOTE: Chat sessions may also be launched when selecting a user on the site from the Network (Friends and Contacts) area.
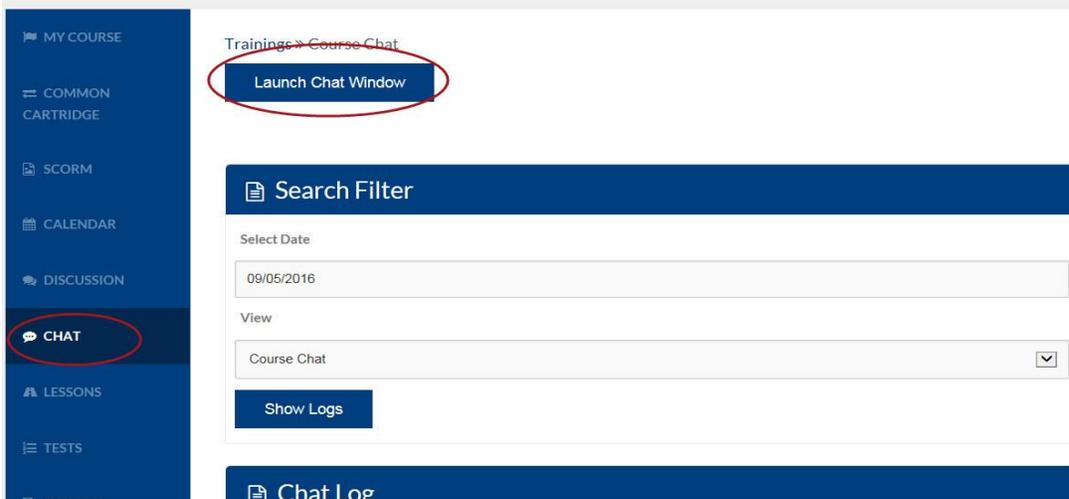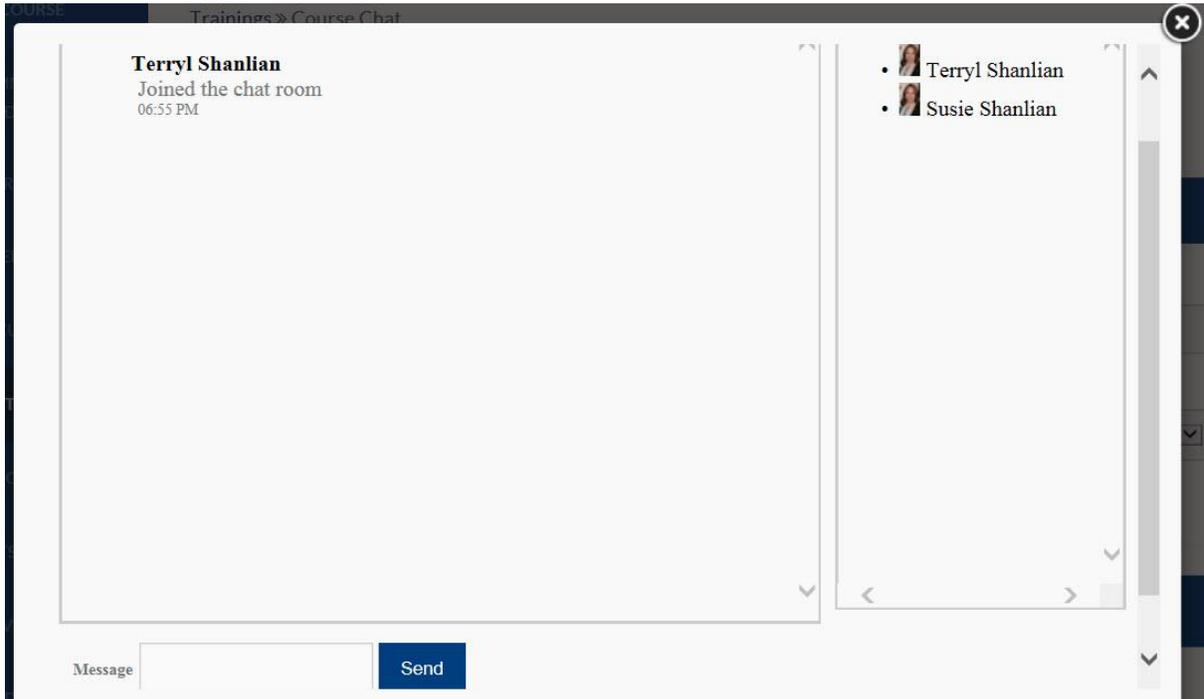

(B) Once the "Launch Chat Window" has been selected, a box will open showing the current

users in the chat room, the dialog in the center, and place to type in a message for the chat at the bottom. To exit the chat room, select the "X" in the top right corner. Note: When a new user joins the chat room, a chime will sound alerting the users of a new person entering.
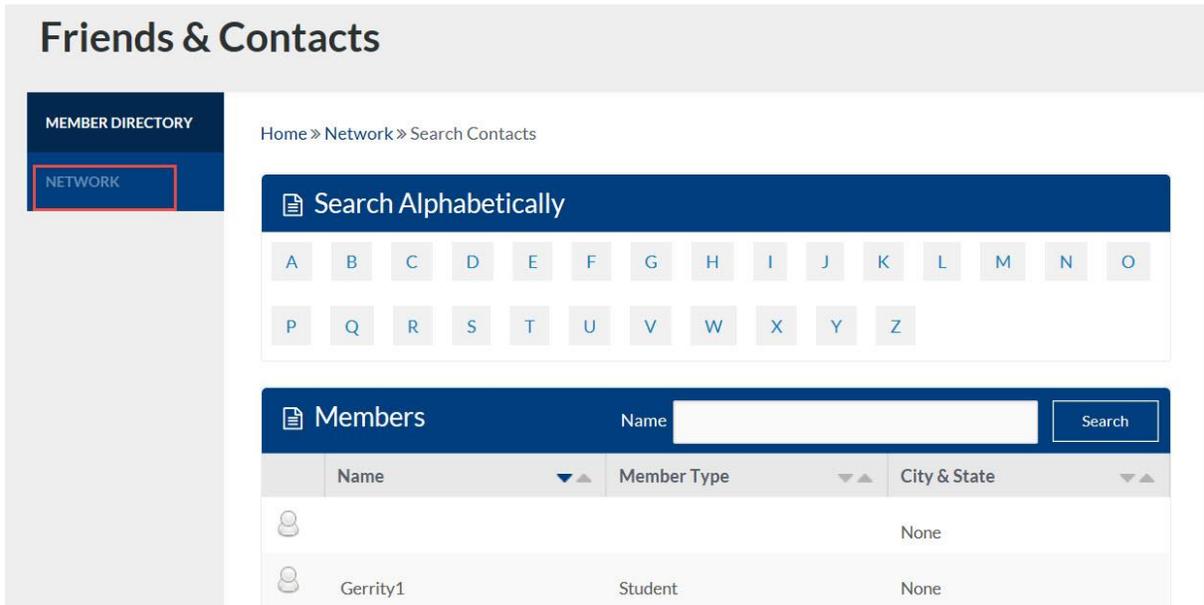

8   Log Engagement:

(A) Users may type in any logged engagement with another user by first selecting Network on the home dashboard which open the "Friends and Contacts" area.
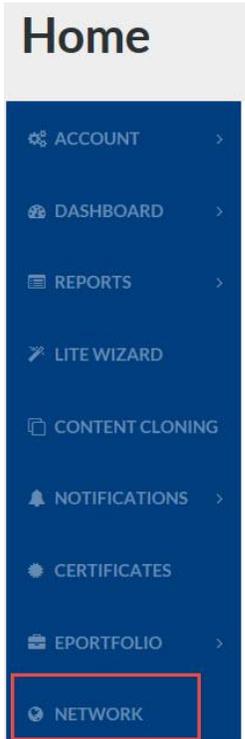
(B) Once Friends and Contracts has been opened locate and select the user desired.

(C) A window will appear allowing comments to be created and saved regarding the selected user. A report of these saved engagements may be pulled by Admin users by going to Admin>Reports>Student Engagements.