

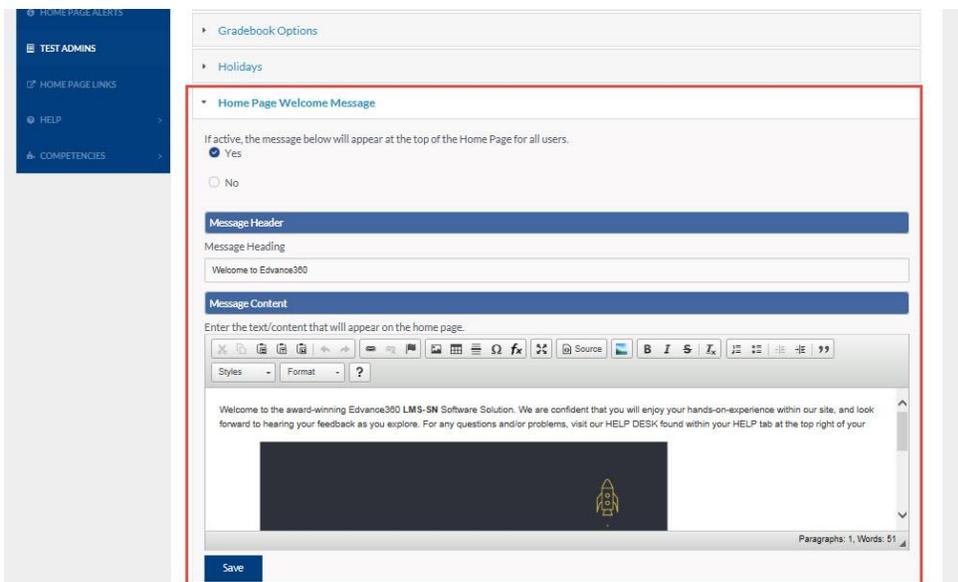
How to Communicate with Learners

How to Communicate with Learners

Within Edvance360, Admin and Instructors may communicate with Learners in a number of ways.

1 Home Page Welcome:

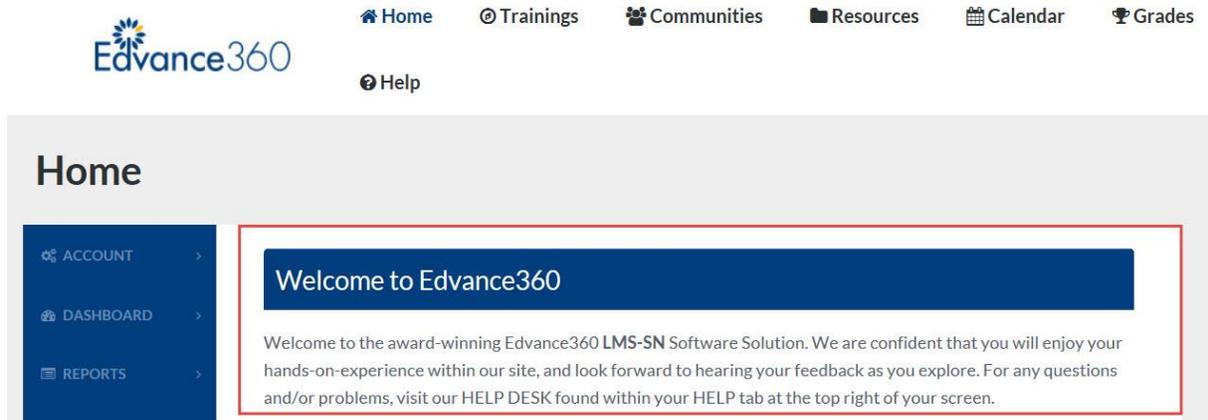
(A) Admin users may create a permanent Home Page Welcome for all users to view on their Home Dashboard by going to Admin>Config & Settings>General Settings>Home Page Welcome Message. **Note:** Users are not able to remove this welcome notification.



The screenshot displays the Edvance360 Admin interface. On the left is a navigation menu with options: HOME PAGE ALERTS, TEST ADMINS, HOME PAGE LINKS, HELP, and COMPETENCIES. The main content area shows a configuration page for 'Home Page Welcome Message'. It includes a 'Gradebook Options' section, a 'Holidays' section, and the 'Home Page Welcome Message' section. The 'Home Page Welcome Message' section has a checkbox for 'Yes' (selected) and a 'No' option. Below this are fields for 'Message Header' (containing 'Welcome to Edvance360') and 'Message Content'. The 'Message Content' field contains a rich text editor with a toolbar and a paragraph of text: 'Welcome to the award-winning Edvance360 LMS-SN Software Solution. We are confident that you will enjoy your hands-on-experience within our site, and look forward to hearing your feedback as you explore. For any questions and/or problems, visit our HELP DESK found within your HELP tab at the top right of your'. A 'Save' button is at the bottom left of the configuration area. The status bar at the bottom right indicates 'Paragraphs: 1, Words: 51'.

QuickStart Guide: How to Communicate with Learners

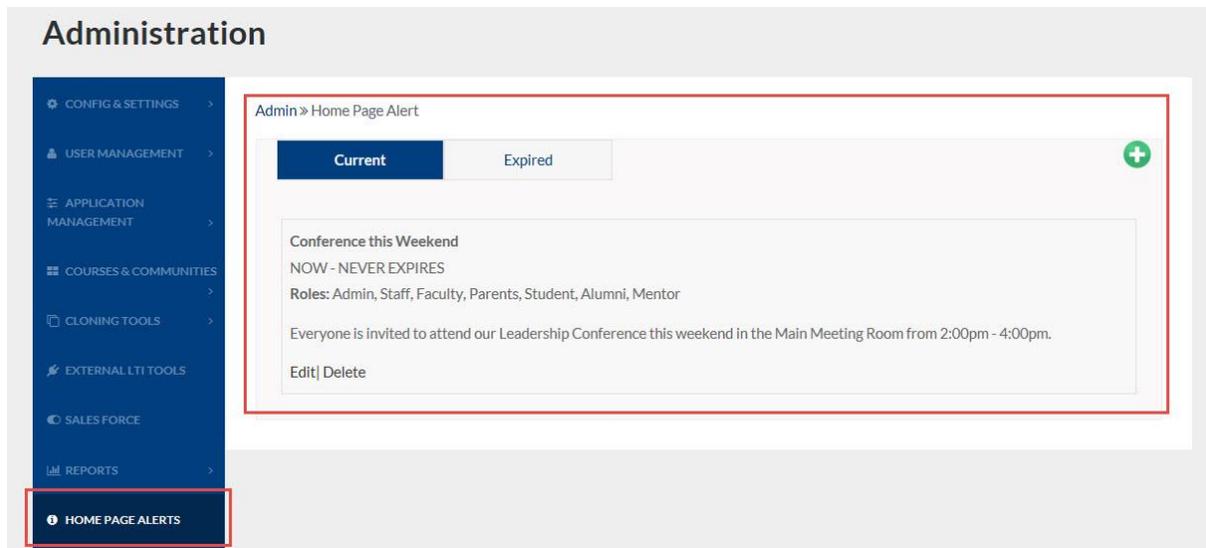
(B) The message will appear for users on their Home Dashboard, as shown below.



The screenshot shows the Edvance360 Home Dashboard. At the top, there is a navigation bar with the Edvance360 logo on the left and several menu items: Home, Trainings, Communities, Resources, Calendar, and Grades. Below the navigation bar, the main content area is titled "Home". On the left side of the Home dashboard, there is a sidebar menu with options: ACCOUNT, DASHBOARD, and REPORTS. The main content area features a blue banner with the text "Welcome to Edvance360". Below the banner, there is a paragraph of text: "Welcome to the award-winning Edvance360 LMS-SN Software Solution. We are confident that you will enjoy your hands-on-experience within our site, and look forward to hearing your feedback as you explore. For any questions and/or problems, visit our HELP DESK found within your HELP tab at the top right of your screen."

2 Notifications/Alerts:

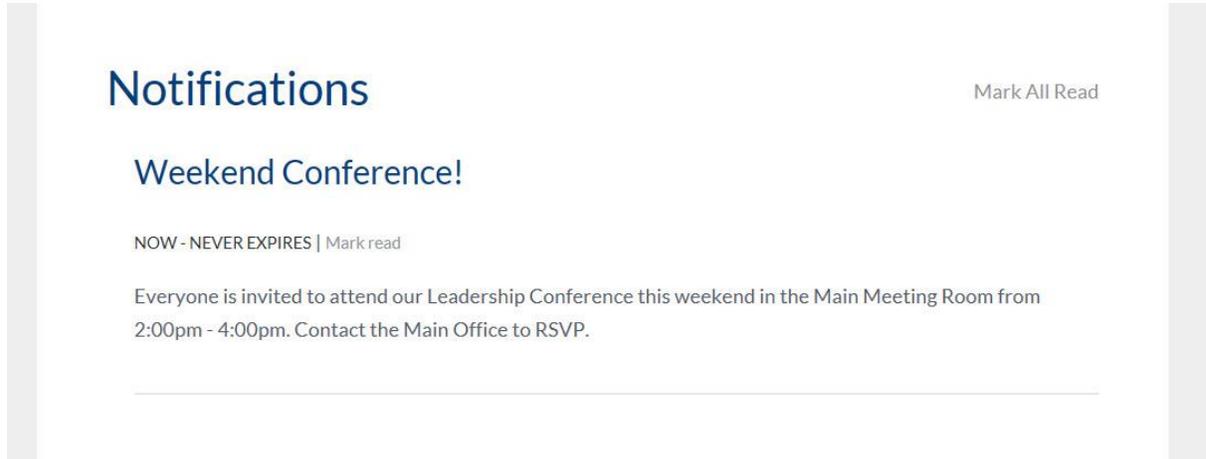
(A) Admin users may create a removable notification for certain user types to view on their Home Dashboard. To create, edit or delete a notification/alert, go to Admin>Home Page Alerts.



The screenshot shows the Edvance360 Administration page. The page is titled "Administration" and has a sidebar menu on the left with various options: CONFIG & SETTINGS, USER MANAGEMENT, APPLICATION MANAGEMENT, COURSES & COMMUNITIES, CLONING TOOLS, EXTERNAL LTI TOOLS, SALES FORCE, and REPORTS. The "HOME PAGE ALERTS" option in the sidebar is highlighted with a red box. The main content area is titled "Admin » Home Page Alert" and shows a table with two columns: "Current" and "Expired". A green plus sign icon is visible in the top right corner of the table. The table contains one alert entry with the following details: "Conference this Weekend", "NOW - NEVER EXPIRES", "Roles: Admin, Staff, Faculty, Parents, Student, Alumni, Mentor", and "Everyone is invited to attend our Leadership Conference this weekend in the Main Meeting Room from 2:00pm - 4:00pm." Below the alert text, there are "Edit" and "Delete" links.

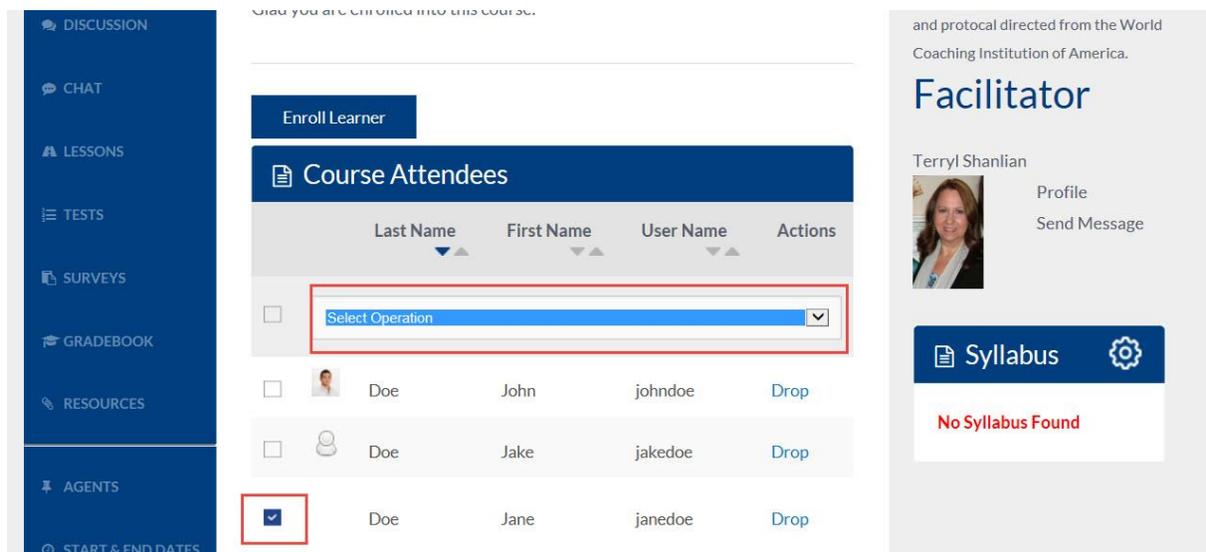
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(B) The users will view their notifications/alerts from their Home Dashboard as seen below.



3 Sending Messages:

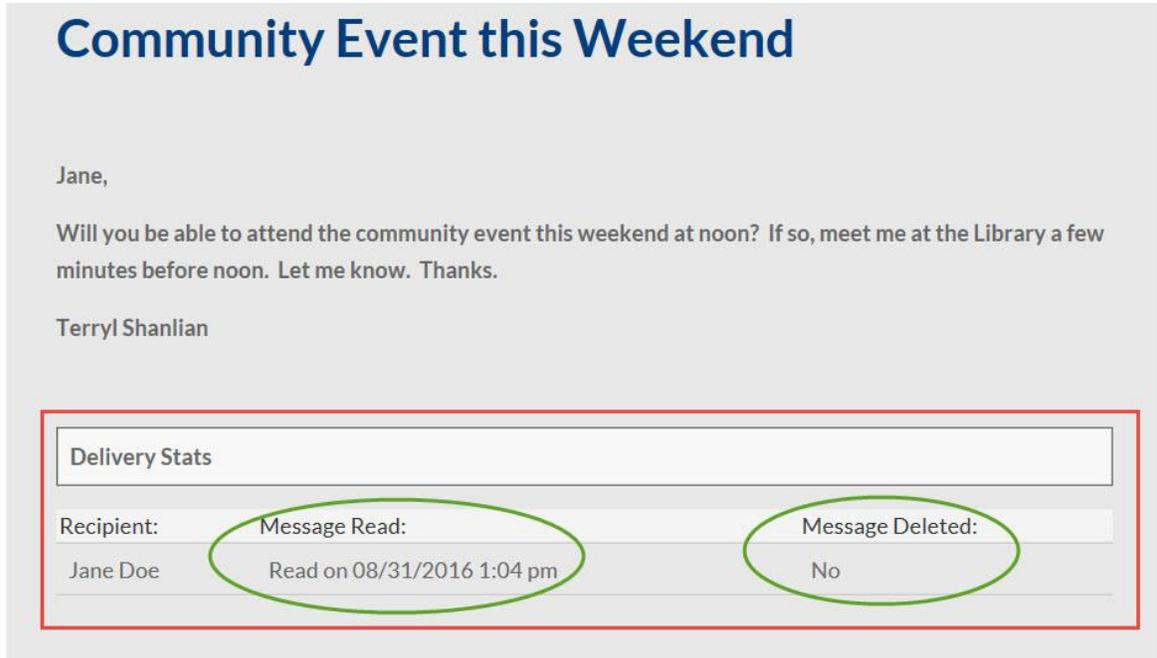
(A) Admin and Instructors may send learners messages by selecting a learner or learners from the course/community attendees on a course/community home page. Once the user(s) are selected, choose "Select Option" to Send Mail or Send Mail Privately (which means if multiple users are being sent the same 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

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

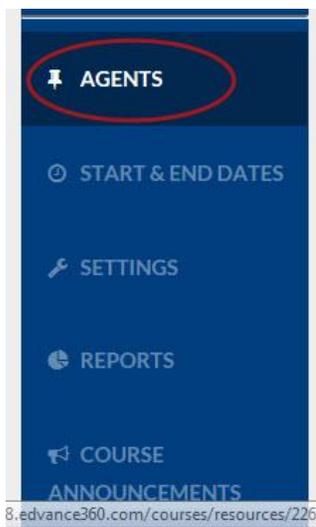


The screenshot shows an email interface. At the top, the subject is "Community Event this Weekend". The recipient is "Jane,". The body of the email asks, "Will you be able to attend the community event this weekend at noon? If so, meet me at the Library a few minutes before noon. Let me know. Thanks." and is signed by "Terryl Shanlian". Below the email content is a "Delivery Stats" section. This section is highlighted with a red border and contains a table with the following data:

Delivery Stats		
Recipient:	Message Read:	Message Deleted:
Jane Doe	Read on 08/31/2016 1:04 pm	No

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

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

Navigate Life Coaching

MY COURSE
COMMON CARTRIDGE
SCORM
CALENDAR
DISCUSSION

Trainings » Course Agents

Agents

Scheduled Tasks Threshold Alerts Content Alerts

Scheduled Tasks +

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.

CALENDAR
DISCUSSION
CHAT
LESSONS
TESTS
SURVEYS
GRADEBOOK
RESOURCES

Search

Forums

Delete selected

<input type="checkbox"/>	Name	
<input type="checkbox"/>	The Client	 
Total Posts: 1		
Most Recent Post: 08/08/2016 14:16 PM		

Posts

Delete selected

<input type="checkbox"/>	Title	Comments	Dates	
<input type="checkbox"/>	Introductions	3	Jan 01 -- Jan 01	  

(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.

FEEDS

Posts & Comments

[Clear All](#)

Introductions
08/31/2016 1:01 PM | [Clear](#)
In: Navigate Life Coaching By: Jane Doe



Hello! My name is Jane Doe and I have the Senior Account Liaison for a Welding Industry Company in Nebraska. Due to the nature of my role, coaching has become a necessary part of my direct interaction with my co-workers. I look forward to engaging in this course to gain knowledge and ability in the coaching arena.

[Read More...](#)

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.

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MY COURSE
COMMON CARTRIDGE
SCORM
CALENDAR
DISCUSSION
CHAT

RecordUpdated

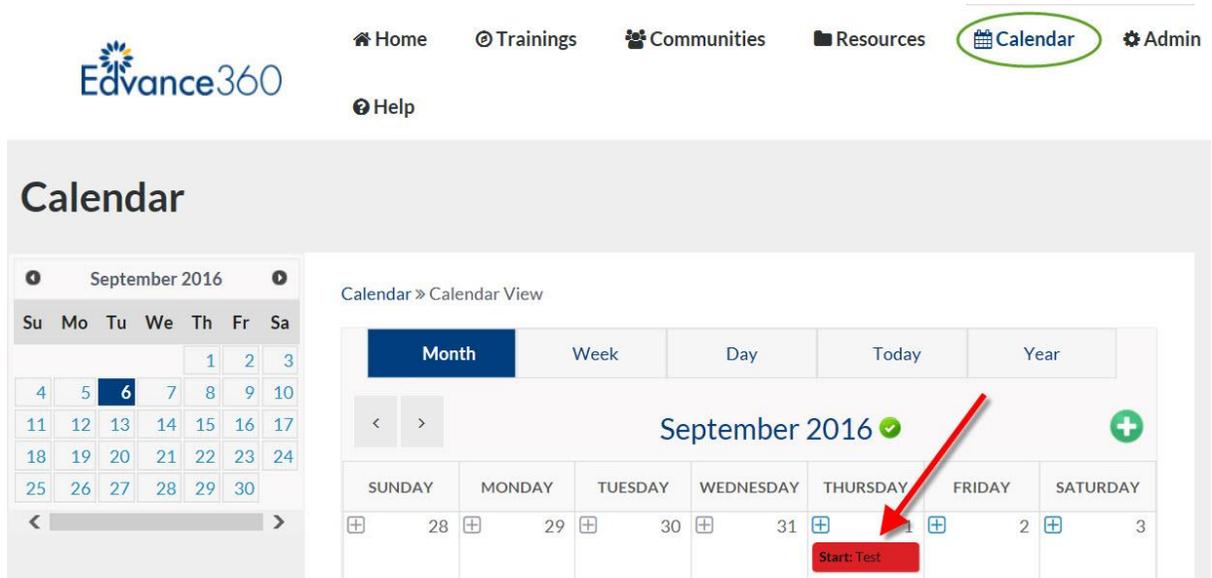
Month Week Day Today Year

September 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	1 Test	2	3

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

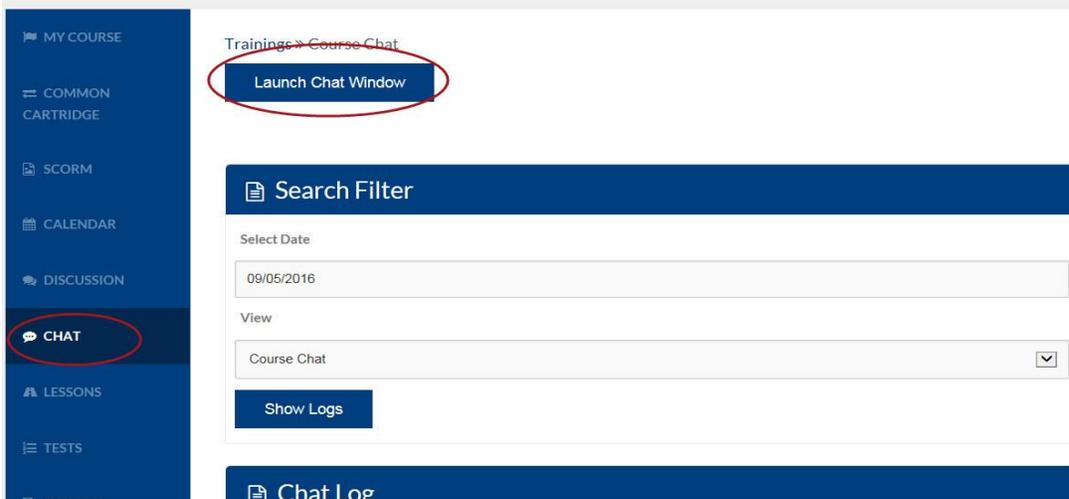
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7 Chat:

(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.

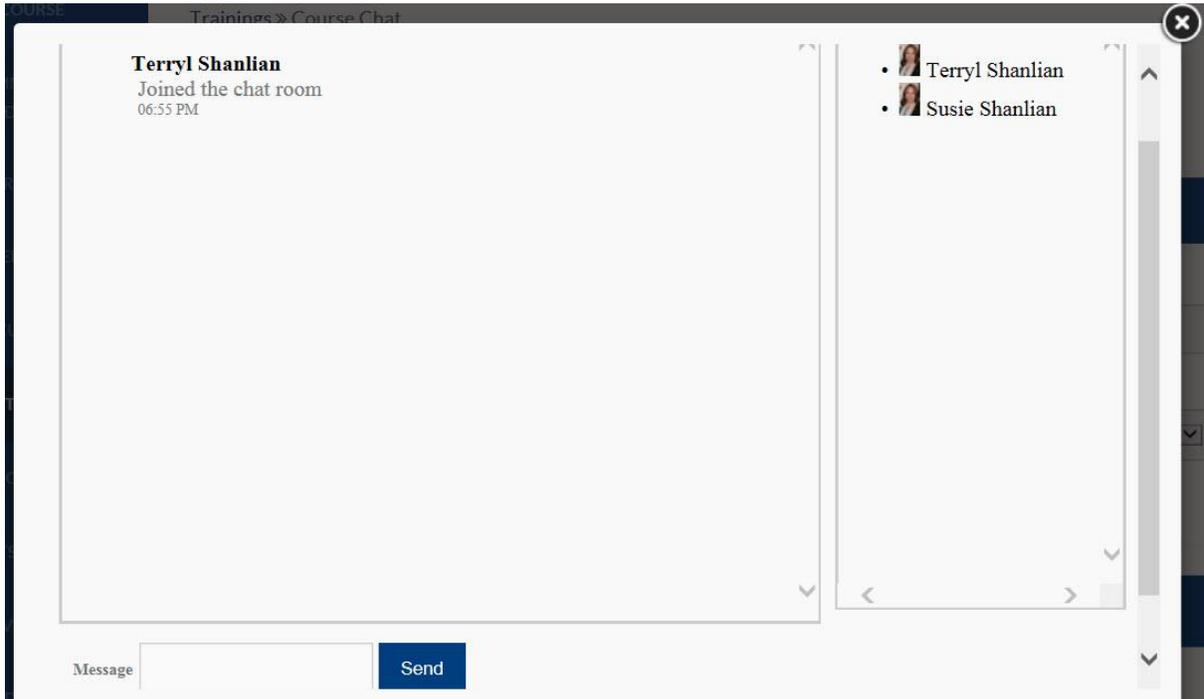
Navigate Life Coaching



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

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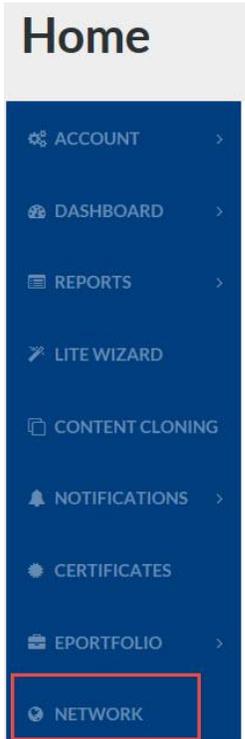
users in the chat room, the dialog in the center, and place to type in a message for the chat at the bottom. To exit the chat room, select the “X” in the top right corner. Note: When a new user joins the chat room, a chime will sound alerting the users of a new person entering.



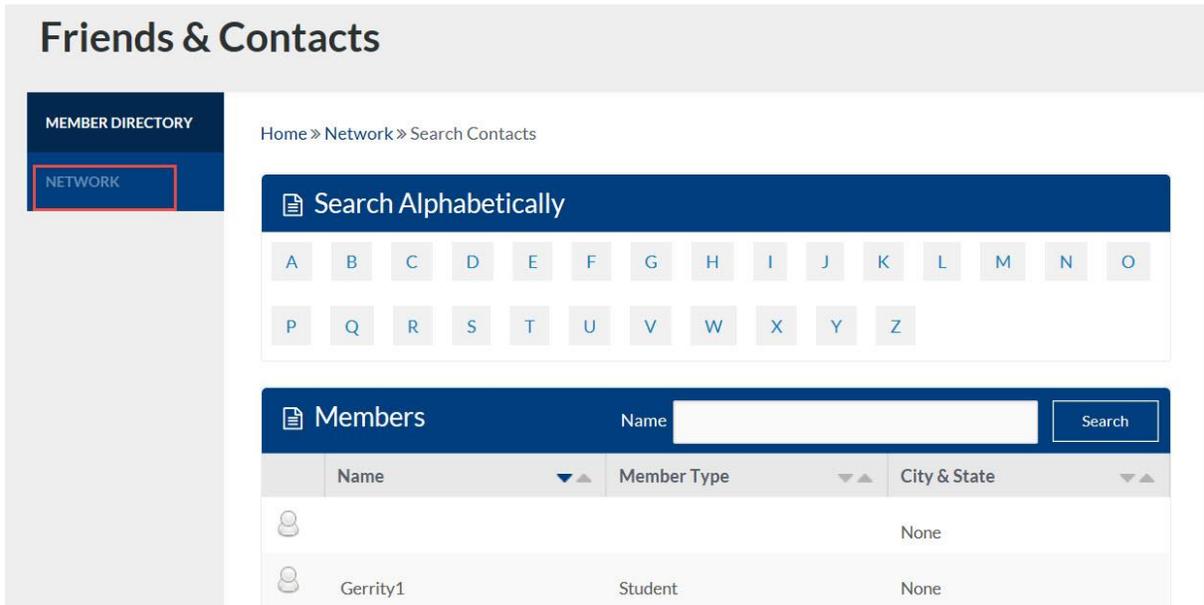
8 Log Engagement:

(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.

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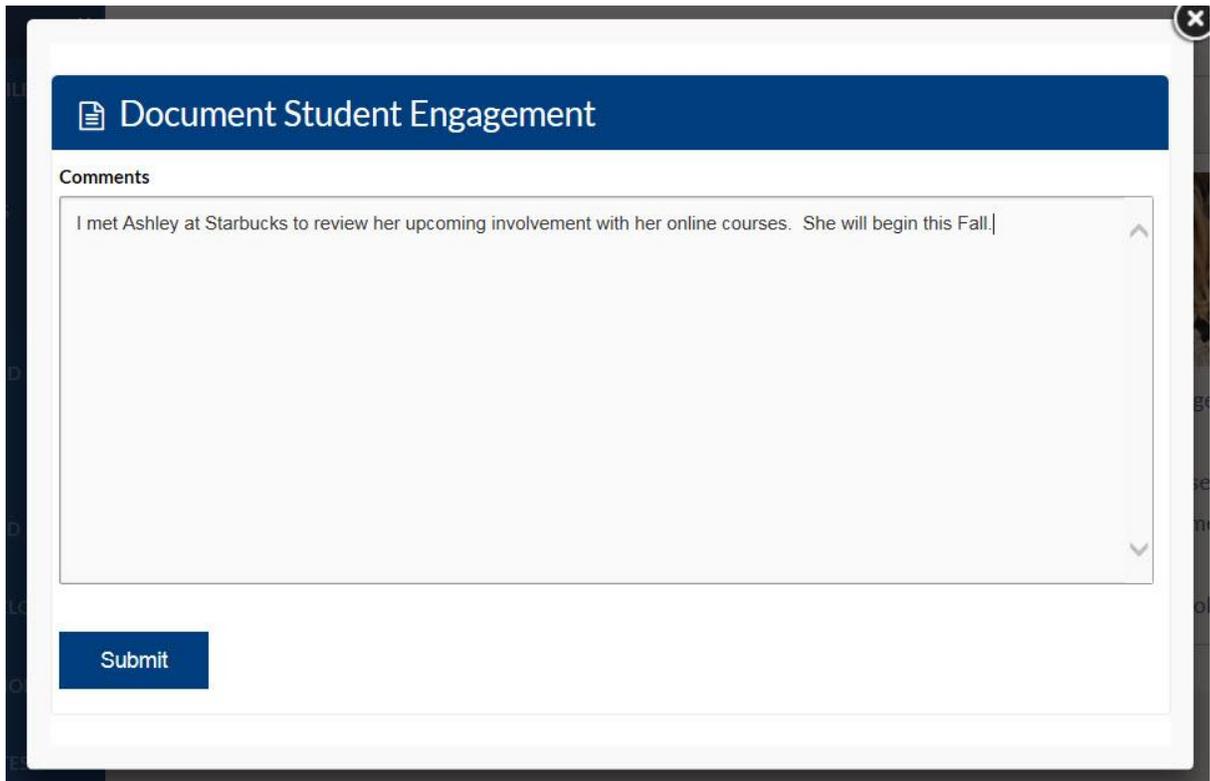


(B) Once Friends and Contracts has been opened locate and select the user desired.



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(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.



The screenshot shows a web application window titled "Document Student Engagement". The window has a dark blue header bar with a document icon and the title. Below the header, the word "Comments" is displayed. A large text input area contains the text: "I met Ashley at Starbucks to review her upcoming involvement with her online courses. She will begin this Fall." Below the input area is a blue "Submit" button. The window has a close button in the top right corner.