

Instructor's Guide

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Getting Started

Congratulations on choosing a Heinle book. *iLrn: Heinle Learning Center* not only saves grading time, but also gives you access to a wealth of data about your students' performance, thereby allowing you to teach more effectively. Moreover, students enjoy *iLrn: Heinle Learning Center* because it is fun to use and gives them instant feedback when they complete an exercise. *iLrn: Heinle Learning Center* requires very little setup before you can begin using it with students. You'll need to enter some information about your course and its sections, which you'll do in the Instructor Workstation.

System Requirements

Microsoft® Windows 98, NT, 2000, ME, XP

Browsers: Internet Explorer 6.x or higher, or Firefox 1.x or higher

Macintosh OS X

Browsers: Firefox 1.x or higher, or Safari

Additional Requirements

- ▶ A high-speed connection with throughput of 256 Kbps or more is recommended to use audio and video components.
- ▶ Screen resolution: 1024 x 768 or higher
- ▶ CPU: 233MHz
- ▶ RAM: 128MB
- ▶ Flash Player 7 or higher
- ▶ You will need speakers or a headset to listen to audio and video components, and a microphone is necessary for recording activities.

Setting Up Your Instructor Workstation

When you login to *iLrn: Heinle Learning Center*, you enter the instructor workstation—a central place where you can:

- ▶ View and change your class roster
- ▶ Assign activities and set due dates
- ▶ View and grade your students' responses
- ▶ Send feedback to your students
- ▶ Customize your book
- ▶ Create your own activities
- ▶ Create and edit your announcement board
- ▶ Send email to your students
- ▶ View your eBook

To begin, you will need to:

- ▶ Create an account
- ▶ Create a course (using an instructor book key provided by Heinle)
- ▶ Create one or more classes

Create a new account:

1. Go to *<http://ilrn.heinle.com/>*
2. Click the *Login to iLrn: Heinle Learning Center* button.
3. Click *Instructors*.
4. Click *Create a new account*.
5. Fill out the form and click *Submit*. Be sure to select the correct time zone. It's also important to enter a valid email address so that we can send you your password if you ever forget it.
6. Remember to write down your username and password.

Note: If you already have an *iLrn: Heinle Learning Center* account, you do not need to create a new one.

Create a course:

1. Go to <http://ilrn.heinle.com/>
2. Click the **Login to iLrn: Heinle Learning Center** button.
3. Enter your username and password. Click **Login**.
-If you don't have an account, see the instructions in the previous section to create a new account.
4. Enter your book key in the field labeled **Enter book key**, located in the upper-right corner of your screen. You will be prompted to create a course. If you wish, you can now discard your book key; you will not need to use it again.
5. Fill out the form and click **Submit**. (Don't worry—you will be able to edit this information later if you need to.)

Note: Instructor book keys are 16-19 character codes that give you access to a book. You can request one from your Heinle sales representative or at <http://books.quia.com/books/bookstore.html>. Select **Adoptions/Trials** to request a book key.

Create a class:

1. From the Classes tab, open the Class drop-down menu and select **Create a new class**. Fill out and submit the form. (If you wish, you can make changes later.)
2. Make sure sure to enter class times and locations. This will help students enroll in the appropriate section.

Note: The course code is in the beige box in the upper right of your screen. Your students will need this code to register for your course. The easiest way to tell your students how to sign up for your course is to distribute registration instructions. You can print these out to distribute in class, or copy and paste the instructions into a class-wide email.

Add Teaching Assistants

If you have teaching assistants for your classes, you can grant them access to the class or classes they will be monitoring. Assistants will only have access to the roster, results, assignments, and class information. Assistants will not have access to book and course level settings, customizations, or grading options. Your assistants do not need to enter book keys. They only need to create an iLrn: Heinle Learning Center account and provide you with their username. Then you can add them by following these steps:

Add a teaching assistant:

1. Click the **Classes** tab and the **Class Info** sub-tab
2. Press **Edit** next to a class name.
3. Scroll down to the **Assistants** box and enter your assistant's **iLrn: Heinale Learning Center** account username. If you have multiple assistants who will be accessing this class, enter the usernames separated by commas.

The screenshot shows the iLrn Instructor Workstation interface. At the top, there is a navigation bar with 'Profile | Logout | Bookstore | FAQ' and buttons for 'Instructor Workstation' and 'Student Workstation'. Below the navigation bar, there is a 'Welcome, Heinale Instructor' message and a 'Class Info' section. The 'Class Info' section contains a form with the following fields: Title (Class 1), Location (University Hall, Rm 203), Day(s) (Monday, Wednesday), Time (Starts at 9:00 AM, Ends at 10:00 AM), and Assistant(s) (rbairstov, mmurphy). A 'Submit' button is located at the bottom of the form.

Student Registration

Now that you have created your course and classes, you can allow students to register. You won't need to type any student names, because students will add themselves to your course. If you have set up multiple classes (because you teach multiple sections), make sure that you have entered the location and time for each class; otherwise students will not know which class to enroll themselves in. When you are ready for students to register, distribute the registration instructions. To find the registration instructions:

1. Click on the orange **Instructor Workstation** button. You will see a list of all your courses. Click on a course name to drill in.
2. In the upper right corner of the screen, you will see a beige-shaded box with a **Printable registration instructions** link. Click on the link.

The screenshot shows the iLrn Instructor Workstation interface. At the top, there is a navigation bar with 'Profile | Logout | Bookstore | FAQ' and buttons for 'Instructor Workstation' and 'Student Workstation'. Below the navigation bar, there is a 'Welcome, Heinale Instructor' message and a 'Class Info' section. The 'Class Info' section contains a form with the following fields: Title (Class 1), Location (University Hall, Rm 203), Day(s) (Monday, Wednesday), Time (Starts at 9:00 AM, Ends at 10:00 AM), and Assistant(s) (rbairstov, mmurphy). A 'Submit' button is located at the bottom of the form.

3. Photocopy the instructions and hand them out to all of your students, or copy and paste all in the instructions into a class-wide email.t

Customizing Your Book

You can customize your book by changing the tracking, feedback, and grading options for existing activities including:

Tracking: Credit/No credit, Timed and graded, Graded

Accents: Match accents, Don't match accents

Feedback: No feedback; Score only; Score and summary; Score, summary and answers

Change the tracking, feedback, and grading options for all exercises in the book at once:

1. Select the **Books** tab.
2. Select the **Options** sub-tab.
3. To change the grading style, accents or feedback options, click the button for the desired option.
4. Select **Save changes** to confirm your selection or **Cancel**.

Change the tracking, feedback, and grading options for individual exercises:

1. Choose the course that has the book you would like to customize. All classes in the course will see the customizations you make.
2. Select the **Books** tab.
3. Select the **Customize** sub-tab.
4. From the **Section** drop-down menu, choose the section of the book that contains that exercise you want to change.
5. Follow the instructions described below for each option.

1) Tracking

For each activity in the book, you can set how you want to track student results, or whether you want to track results at all. There are four tracking methods to choose from: credit/no-credit, practice, graded, and timed and graded. Game style activities, like matching and challenge board, can only be set to credit/no-credit or practice.

- ▶ **Practice**—The activity is not tracked; student responses and scores are not recorded.
- ▶ **Credit/No credit**—The activity is tracked and students receive full credit (in the form of a check mark) for submitting responses, regardless of their scores. Students who do not submit the activity receive no credit.
- ▶ **Graded**—The activity is tracked and student responses are recorded. You can view students' scores and responses in the *Classes* tab, *Results* sub-tab.
- ▶ **Graded & Timed**—The activity is tracked and student responses are recorded. *iLrn: Heinle Learning Center* also records the amount of time students spend completing the activity in the gradebook. This is located under in the *Classes* tab, *Results* sub-tab. Select an activity to view the *Elapsed time*.

2) Feedback

The feedback setting determines what students see when they submit their results.

- ▶ **No Feedback**—Students see a message thanking them for completing the activity and informing them that their responses have been recorded. They do not see their scores or what the correct answers were.
- ▶ **Score Only**—Students receive their scores when they complete the activity. They do not see what the correct answers were or which questions they missed.
- ▶ **Score and Summary**—Students receive their scores and an answer summary after completing the activity. The answer summary includes the student's responses but does not show the correct answers for questions that were answered incorrectly.
- ▶ **Score, Summary, and Answers**—Students receive their scores, an answer summary, and correct answers after completing the activity. The answer summary includes the student's responses and correct answers for every question. This is the default setting for most activities.

3) Options

You may set other grading options by clicking the **Options** link. The options are:

- ▶ **Accents Must Match**—In most world languages books, student responses are marked incorrect if they do not include the appropriate accents and diacritical marks. You may choose to grade more leniently by ignoring accents.
- ▶ **Case Sensitivity and Punctuation**—*iLrn: Heinle Learning Center* usually ignores capitalization and punctuation (except in German books, which check capitalization). You may force capitalization to match by checking the box labeled **Grading** is case sensitive. You may force punctuation to match by unchecking the box labeled Ignore punctuation. By default, the following punctuation marks are ignored: ! “ ‘ , - . : ; ? — ¡ « » ¿ — ‘ ’ “ ” „ Spacing is always ignored.

4) Creating your own activities

Some books include a **Supplement** section. If your book includes a **Supplement** section, you may add to your book by creating your own activities using any of the 15 templates. Your new activities are placed in your book's **Supplement** section and are available to all of your classes.

Create new activities:

1. Go to the **Books** tab.
2. Select the **Customize** sub-tab.
3. Choose **Supplement** from the Section drop-down list and click **Go**.
4. Choose an activity type from the **Create** drop-down list and click **Go**. An activity editor will open in a new window. Follow the directions, and click on the Help links for more information.
5. When you finish creating your activity, it will be listed in the **Supplement** section, but it will not be available yet to students (in case you still need to make changes to it).
6. When you are ready to make your activity available to students, check the box in the **Use in book** column.
7. At any point, you may edit or copy your activity by clicking the **Edit** or **Copy** links. You may also change your activity's tracking and feedback options.
8. If you would like to share your activity with other instructors who are using the same book, check the box in the **Share** column. You may use this feature to share your activities with other instructors in your department. Note that instructors who teach with this book at other schools will also be able to use your shared activities.

Copy Activities from Other Instructors

If other instructors using *iLrn: Heinle Learning Center* have chosen to share their activities, you may copy them and then modify them for your own use. Select **Copy from other instructors (supplements only section)** and click **Go**. Check the boxes next to the activities and click Copy activities. To modify an activity, click **Edit** next to the activity.

Instructor View

Instructor Dashboard

Manage your course -- assign, grade and assess student progress all from one screen.

From the dashboard, Instructors can:

- ▶ View alerts about what students have recently submitted
- ▶ View which students submitted exercises with low scores
- ▶ View which students submitted exercises late
- ▶ View which exercises require the instructor to grade
- ▶ Access action links to grade and view exercises

Calendar

The new calendar feature within the dashboard allows instructors to assign activities, view submissions (on time, late and missing), obtain a mean score, and completion dates. For each activity assigned, the instructor can view and/or grade the exercise.

The screenshot displays the iLrn Instructor Dashboard interface. At the top, there is a navigation bar with tabs for Dashboard, Classes, Books, Files, Announcements, Chat, and Options. Below this is a 'Class' dropdown menu set to 'Class 1' with a 'go' button. The main content area is divided into several sections:

- Calendar:** A calendar for July 2010 is shown, highlighting the week of July 12-18. The current date, Monday, July 12, is displayed below the calendar.
- My Tools:** A section containing links for 'Assign activities', 'Create a quiz', 'Create a voice recording activity', and 'View instructor resources'.
- My Alerts:** A section with a refresh icon.

Assign Activities

You can assign activities directly from the Instructor Dashboard by clicking *Assign Activities* under the *My Tools* menu.

Assign activities at the class-level

1. From the Instructor Dashboard, click *Assign Activities*. You will be brought to the *Assign* sub-tab under the *Classes* tab (see Figure X).
2. Choose the book and chapter from which you want to assign activities using the Book and Section drop-down menus.
3. Select the activities you want to assign. To give all activities the same due date, go to the *Actions...* drop-down menu and select “Assign and set due date.” To give each activity a separate due date, click in the “Due date” field for each activity

Assign activities at the course-level

1. Go to the *Books* tab.
2. Click the *Assign* sub-tab.
3. Check the boxes next to the activities you want to assign. To give all activities the same due date, go to the *Actions...* drop-down menu and select “Assign and set due date.” To give each activity a separate due date, click in the “Due date” field for each activity.

Dashboard Classes **Books** Files Announcements Chat Options

Customize Assign Adjust points Options help

Book Preview Rumbos 2e Activities Manual go

Section Capítulo 3 - Vocabulario I go

Assign

Assignments on this page will be made for all classes. To assign an activity for a particular class only, go to the *Classes* tab and click *Assign*.

Assignment Tools
[Assign all activities](#)
[Unassign all activities](#)

Actions...

Exercise #	Title	Assigned?	Due Date
<input type="checkbox"/> WB3-1	1. ¿Qué palabra no forma parte de esta serie?	A	7/17/2010
<input type="checkbox"/> WB3-2	2. Información para futuros estudiantes	U	mm/dd/yyyy
<input type="checkbox"/> WB3-3	3. Un veterano describe sus experiencias	A	7/17/2010
<input type="checkbox"/> WB3-4	4. ¿Adónde?	U	mm/dd/yyyy
<input type="checkbox"/> WB3-5	5. Ya está en México	A	7/17/2010


A This activity is assigned and will be calculated in the cumulative total.
U This activity is unassigned and will not be calculated in the cumulative total.

Administering Tests

You can now administer tests online using iLrn: Heinle Learning Center. You can set time limits so students have limited periods of access and grades go directly into the gradebook. To administer a test, follow these steps:

1. Select the **Books** tab.
2. Select the **Customize** sub-tab.
3. In the **Book** drop-down menu, select **Textbook Activities** and click **Go**.
4. In the **Section** drop-down menu, select an exam and click **Go**.
5. Check the **Use in book** box.
6. Click on the exam title to preview it.
7. To set time limits so students only have a limited amount of time to access the test, click the **Set** button in the **Limit dates** column.
8. Select your dates

To customize an activity, click *options*. To create your own activities, go to the [supplement](#) section.

Activity				Options			
Ex #	Type	Use in Book	Limit dates	Limit attempts	Assign Title	Tracking	Feedback
E-1	E	<input checked="" type="checkbox"/>	 set	unlimited	 Examen 1	graded	score, summary, and answers

Here are some tips to avoid cheating and make tests more secure:

- ▶ Change Feedback options for Exam to No Feedback or Score Only. You can change this back after tests are completed and students will then see feedback.
- ▶ Limit the number of attempts a student has on an Exam to 1

Student Results and Grading

You'll find that many of the exercises in your *iLrn: Heinle Learning Center* book are completely computer graded. As soon as students complete an exercise, *iLrn: Heinle Learning Center* immediately corrects their work, reports a score, and stores their results. You don't need to do anything, although you may review and adjust the computer's grading decisions if you wish.

Grading Status Indicators

Exercises in iLrn: Heinle Learning Center books fall into three categories:

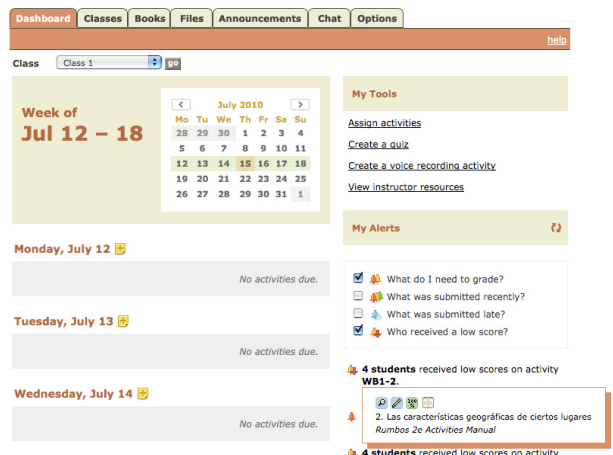
- ▶ **Green exercises**—(marked with a green dot) are completely computer graded and include multiple choice questions, true/false questions, and short-answer questions, where there are a limited number of student responses that one would consider “correct.” You do not need to grade these.
- ▶ **Yellow exercises**—(marked with a yellow dot) are also computer graded, but are somewhat open-ended, with the possibility that a student might type a correct response that the computer software doesn’t recognize. We recommend that you scan through students’ responses just to make sure that there aren’t any correct responses that the computer grading software overlooks.
- ▶ **Red exercises**—(marked with a red dot) are too complicated for the computer software to attempt to grade. These are typically questions requiring paragraph- or essay-length responses. You must always grade these questions.

Grading from the Instructor Dashboard

You can set the *My Alerts* section in the Instructor Dashboard to tell you, at a glance, whether you need to review particular exercises.

To see a summary of student results:

1. Login to the Instructor Workstation.
2. Select a course.
3. Under the *Dashboard* tab, look for the *My Alerts* section and select any of the following:
 - ▶ **What do I need to grade?**—By selecting this box, the Dashboard will inform you of any yellow- or red-coded exercises that need manual grading.
 - ▶ **What was submitted recently?**— If you keep this box selected, you can get real-time information on recent student submissions by clicking the Refresh button
 - ▶ **What was submitted late?**—Keeping this box selected will tell you how many students submitted an activity late.
 - ▶ **Who received a low score?**—Keeping this box selected will tell you how many students received a score of 60% or below.



Each alert contains hyperlinks that give you more information about each activity. Clicking on the bell next to the alert will either take you to your gradebook to view student results or straight to the grading overview to begin grading student responses immediately. Hovering your cursor over the word “students” will tell you which students submitted the activity, submitted it late, or received a low score. If you hover your cursor over the activity name, a menu pops up, giving you the choice to view the activity, grade it, Quick-Grade it, or view your gradebook.

Note: You can also view student results by drilling into the gradebook from the *Classes* tab.

To view student results for multiple activities at a glance:

1. Login to the Instructor Workstation.
2. Select a course.
3. Click the *Results* sub-tab under the *Classes* tab.
4. To switch to a different class, make a selection from the *Class* menu.
5. To switch to a different section of the book, make a selection from the *Section* drop-down list.
6. You can toggle between the Student Activities Manual and Textbook Activities results by selecting from the Book drop-down menu.

The Section Summary table shows you overall statistics, like mean, low, and high scores, for a particular class and a particular section of the book. You may wish to alter these scores by weighting the book's exercises differently. To do so, click **Adjust** in the Section Summary table.

Section Summary (Vocabulario I)	
Points (out of 22)	Score
16.45	75%
4	18%
22	100%

Below the Section Summary table are detailed results, by student, for each exercise in the selected section of the book. From here you can do the following:

- ▶ View the percentage earned on a particular exercise, by student, or a check mark if an exercise is credit/no-credit.
- ▶ Click the magnifying glass icon to view an exercise.
- ▶ Click the “A” icon to assign or unassign an activity.
- ▶ Click the 100% Quick Grade button to assign full credit to students who have completed an exercise, regardless of their responses.
- ▶ Click the pencil icon next to an exercise to grade it (and optionally, to leave feedback for students).
- ▶ View a particular student’s results on an exercise by clicking an underlined percentage score or checkmark.

Section Summary		Activity Scores						
Student	Points (out of 22)	Score	Time Spent	WB1-1	WB1-2	WB1-3	WB1-4	WB1-5
Beaumont, Julie	13	59%	00:01:19	✓	60%	50%	63%	60%
Beck, Bruce	18	82%	00:01:22	✓	80%	75%	88%	80%
Davidson, Erik	13	59%	00:01:14	✓	60%	50%	63%	60%
Diaz, Marcus	13	59%	00:01:06	✓	60%	50%	63%	60%
Instructor, Heinle	4	18%	00:00:42	✓	0%*		50%	
Lu, Jong	18	82%	00:00:46	✓	80%	75%	88%	80%
Mennon, Reena	22	100%	00:01:12	✓	100%	100%	100%	100%

Grading and Entering Feedback

There are two ways to grade an exercise:

- ▶ **By student**—When you grade by student, you grade all of student A’s responses, then all of student B’s responses, and so on. This is how traditional, paper-based assignments are usually graded.
- ▶ **By question**—When you grade by question, you grade every student’s response to question 1 at the same time. Then you move on to question 2, and so forth. In general, grading by question is much faster and lets you more easily compare students’ responses and assign more accurate grades.

To manually grade:

1. Click the pencil icon that appears next to an exercise number. This will take you to the grading workbench.
2. To grade by question, click the pencil icon next to the questions that have red or yellow indicators.
3. To grade by student, scroll down to see a list of students, and click the pencil icon next to a student name.

Note: When grading, you may enter personalized feedback for your students. You can leave comments for a particular question or for an exercise as a whole in the fields labeled **Comments**. For voice-enabled activities, you can record comments for the student to hear. When students login to *iLrn: Heinle Learning Center* to review their scores, they see or listen to your feedback.

To use 100% quick grade:

For a grading shortcut, you can click the 100% quick grade icon to give full credit to students who have completed a particular activity, regardless of their responses. If you prefer, you may change the 100% quick grade setting so that it only gives full credit for questions that have been answered, and gives no credit for unanswered questions.

1. Go to the **Options** tab.
2. Click **Grading options**.

To use Credit/No credit:

Another timesaving grading option is to make exercises Credit/No credit. When an exercise is Credit/No credit, students receive full credit (in the form of a check mark) for submitting responses, regardless of their scores. Students who do not submit the exercise receive no credit. Credit/No credit exercises are always marked with a green indicator, meaning that no additional instructor review is required

Allow multiple attempts:

You have the option of allowing students to do a particular exercise multiple times to practice and improve their performance. You can choose whether to use their first attempt, their last attempt, or their best attempt when calculating scores; you can also ignore all results after a certain number of attempts.

To define the number of attempts and choose which one to score:

1. Click on the *Options* tab.
2. Click the *Grading options* button.
3. Choose whether to use students' first, last, or best attempt in scoring.
4. If you want to ignore all results after a certain number of attempts, check the box and select a value from the drop-down list. For example, if you select "3rd," the grading software will ignore all results after the third attempt.

Instructor Resources

Resources available only to instructors can be found under the *Files* tab in the Instructor Workstation. The digital resources Heinle provides will vary, but Powerpoint files, Instructor Manuals, sample tests, and audio files are among the types of materials that may be included. Instructors can also add their own files. To add a file to your account, click Upload and then select the file from your local drive. The file will be uploaded to the current folder displayed below. To create a new folder, click New folder. To move or delete files and folders, first check the boxes next to them, and then click the desired action button.

Create an announcement board:

The announcement board enables you to communicate with all students enrolled in your course. Your students conveniently access the announcements board by clicking *Announcement Board* in the top navigation bar of their course.

1. Login to the Instructor Workstation.
2. Select a course.
3. Click the *Announcements* tab.
4. Type your announcements.

Student View

As an instructor, you are also provided access to the complete student view. This will help you better understand what your students' are experiencing.

Add yourself to the class roster:

The first step to accessing the student view is to add yourself to the class roster.

1. Click the **Classes** tab.
3. Click the **Results** sub-tab.
3. Select a class from the **Class** drop-down menu and click **go**.
4. To the right in the **My Tools** box, click **Submit activities as a student** link.

The student view will be displayed (see image below), and the next time you open your gradebook or roster for the class, your name and results will be listed.

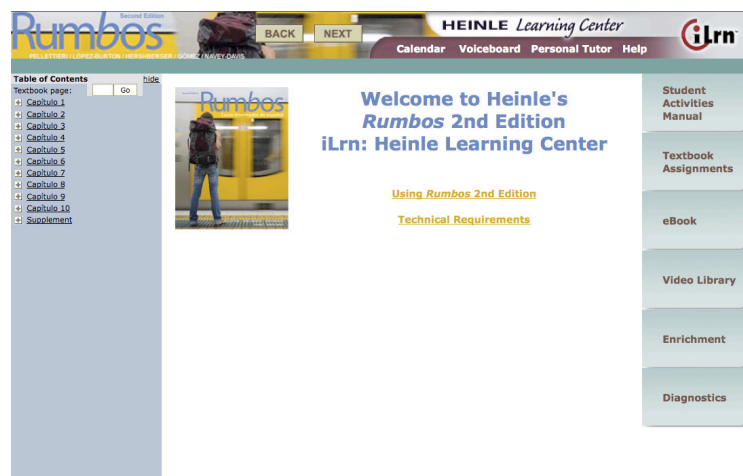
Access the Student Workstation:

Once you have added yourself to the roster, you can access the Student Workstation anytime by clicking the **Student Workstation** button in the top right corner of the Instructor Workstation.

In this view, students will see the books available for your course including the Workbook/Lab Manual and the Textbook Activities. They can choose one of the five tabs:

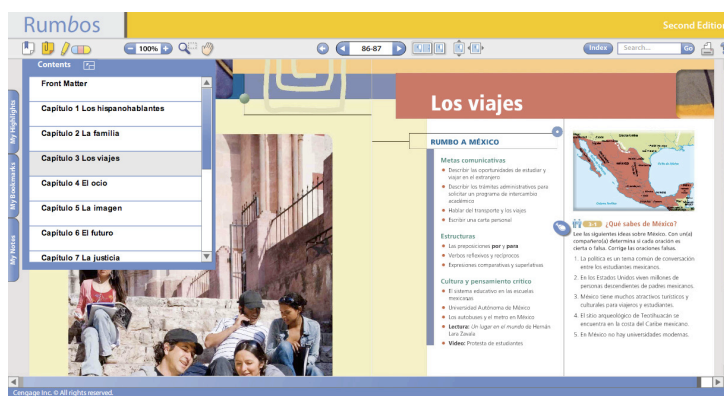
1) Open book

This tab brings students to the **Welcome** page iLrn: Heinle Learning Center, where they have access to all the resources for the course.



Students have access to these tabs:

- ▶ **eBook**—This page-for-page reproduction of the printed book features embedded audio, video, and note-taking and text highlighting capabilities. NEW Smart Icons in the eBook tell students whether a particular activity has been assigned, completed, or graded. Students can also access online resources right from the eBook interface at the point of use. The page view can be magnified and the content searched via the index, table of contents, or search functions.



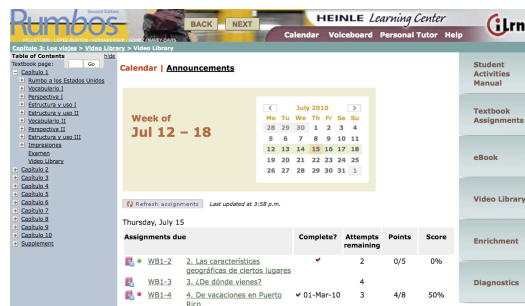
- ▶ **Textbook Assignments**—Students can select a chapter and view all of the exercises for each chapter. They can see at a glance if the exercises are graded (indicated by a “G” in the *Tracking option* column), when they are due and if they have been completed. Links to the exercises are available here, the student calendar and directly from the eBook.
- ▶ **Student Activities Manual**—An online version of the Student Activities Manual with audio allows students to get immediate feedback on their work and features a wide variety of high-interest exercises, games, and assessment tools; floating and stationary accent bars for a specific language; and self-scoring tools that allow students to track their own progress.
- ▶ **Video Library**—Students can access accompanying video segments. You can also turn closed captioning on and off as an aid to understanding. Video segments may be accompanied by pre- and post-viewing exercises.
- ▶ **Enrichment**—Depending on the title, enrichment activities might include any or all of the following additional activities: vocabulary flashcards; grammar and pronunciation tutorials; additional self-graded quizzing; and access to Heinle iRadio’s MP3-ready cultural exploration activities.

- ▶ **Diagnostics**— Students may take an online diagnostic Pre-Test before or after working through a text chapter to get an initial assessment of what they know and what they still need to master. Student results are graded automatically and displayed according to Learning Outcome. A Personalized Study Plan, based on the automatically graded Pre- or Post-Test, directs students to additional study aids that focus their efforts and study time on the areas where they need the most help. Diagnostics are meant as a self-assessment tool to aid in studying; pre- and post-test results do not affect students' grades.

Students have access to these tools:

At the top of the Welcome Screen, students can also access the following resources:

- ▶ **Calendar**—In this **NEW** feature, students can see all their assignments due that week, and any announcements from the instructor. (Announcements flow directly from the Instructor Dashboard.)



- ▶ **VoiceBoard**—This is where students complete paired and group oral activities from the textbook.
- ▶ **Personal Tutor**—An online tutor with teaching expertise in the target language
- ▶ **WIMBA™ Classroom** —If you are leading a distance-learning or hybrid course using WIMBA™ Classroom, your students will access the Classroom here. You will first need to enable WIMBA™ Classroom for your students to join. See below for more information regarding WIMBA™ Classroom
- ▶ **Help** —A brief manual for navigating the Student Workstation.

2) Class details

Students see:

- ▶ **Course Information:** Name (the title and section), Instructor (with a button to click for easy contact), Code (course number), School, Duration (dates of course)
- ▶ **Book Information:** Book title, Publisher, Book duration .

3) My results

Students see information about their performance, with a clear presentation of several categories viewable by book and chapter. The **Book** drop-down menu allows students to toggle between viewing their results for Student Activities Manual and Textbook activities

4) Announcements

Students can consult this to see if the instructor has created any announcements.

5) Options

Students can drop a course, transfer to a different class, or transfer to a different course.

Voice-enabled Activities

Students can complete voice-enabled activities alone or with a partner. NEW to iLrn, you can also assign group activities, which students can submit in groups of up to five. Students can talk to a partner and text chat via the voiceboard to work together on the activity. Then they record a conversation that you, the instructor, will grade.

Tips for Instructors

As an instructor, you can record audio comments in response to your students' voice-enabled exercises. When you want to grade a voice activity, click on the grade icon in the **Results** tab. You will find a play button to listen to the students' recording. You will also see a record button where you can record your feedback. The recordings for paired and group activities can be found in all participants' results, and you can leave individual feedback for each student.

Comments:



WIMBA Classroom

WIMBA is a completely online, synchronous classroom. With Wimba Classroom, you will be able to conduct class, show presentations, and interact with your students in a live online session.

System Requirements

Make sure your computer meets the following requirements to run the WIMBA classroom:

- Windows 7, Vista, or XP; Mac OSX 10.4+
- 256 MB RAM
- IE 7.0+, Safari 3.0+, Firefox 3.0+ (Browser must be Java and JavaScript enabled)
- Internet access at 56k or above
- Java 1.6r7 or higher

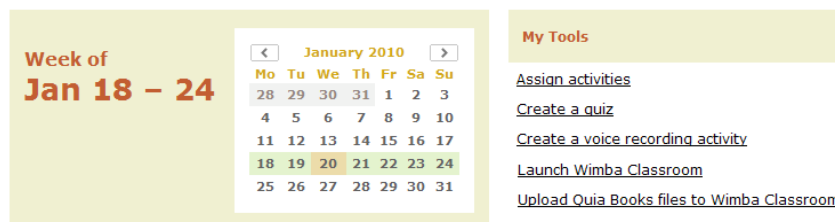
You will also need a headset and a microphone. It is recommended that you use an external headset that you plug into your computer.

WIMBA Classroom is available as an optional upgrade to *iLrn: Heinle Learning Center* and is accessible directly from the Instructor Workstation.

Activate your WIMBA Classroom

1. Login to the Instructor Workstation.
3. Click the *Options* tab.
3. Click the *Turn on Wimba* button at the bottom of the page,
4. You will be asked to confirm the activation of your classroom. Click *Confirm* to turn on WIMBA.

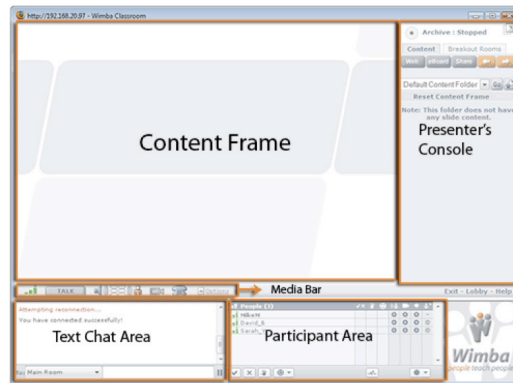
Once your WIMBA account is activated, you will be able to access your classroom directly from the Instructor Dashboard.



The screenshot displays two main components on a light green background. On the left, a calendar for January 2010 is shown, with the text 'Week of Jan 18 - 24' in bold red font. The calendar grid highlights the dates 18, 19, 20, 21, 22, 23, and 24. On the right, a 'My Tools' menu is visible, listing several options: 'Assign activities', 'Create a quiz', 'Create a voice recording activity', 'Launch Wimba Classroom', and 'Upload Quia Books files to Wimba Classroom'. Each menu item is preceded by a small blue icon.

Navigate your WIMBA Classroom

When you are ready to begin your class, click the “Launch WIMBA Classroom” link from the Instructor Dashboard. Each of your classes (sections) has its own classroom; every time you launch WIMBA you’ll be prompted to choose which classroom to enter. After you choose your class, your classroom will open.



- ▶ **Content Frame**—The main screen of the WIMBA Classroom is the Content Frame or Whiteboard, where you can show any presentation materials (PowerPoint, images, eBook pages, etc.).
- ▶ **Text Chat Frame**—Use this feature to send chat messages to all students here, or pick a student from the drop-down menu to send a private message.

To send a public message (viewable by everyone in the room), select **Main Room** from the drop-down menu in the bottom left corner, type your message, and press **Enter**. To send a private message, select a person’s name from the drop-down menu, type your message, and press **Enter**.

NOTE: Your students can also send messages to one another unless you disable the Chat feature. To disable, to go the **Actions** menu under the Participant list, and click **Enable/Disable Chat**.

- ▶ **Participant Frame**—The box labeled **People** lists everyone in the room, including you and your students. Your name will appear at the top. The Participant Frame contains several features for measuring student feedback
 - ▶ **Yes/No Buttons**—If you ask your students a yes/no question, they can answer instantly by click the green check for Yes or the red X for No.
 - ▶ **Hand Raise**—A number will appear next to the name of a student who has raised his/her hand. This number indicates the order in which your students raised their hands.
 - ▶ **Status Indicator (Emoticons)**—An emoticon will appear next to a student’s name if he/she selects one from the menu at the bottom of the Participant Area.
 - ▶ **Plus or minus sign**—indicate whether a student has certain privileges in the classroom. These privileges include: speaking, video broadcasting, chat, and presenter privileges. These privileges can be enabled or disabled from the Options menu at the bottom of the Participant Area.

- ▶ **Media Bar**—The Media Bar appears above the Text Chat Frame. The three bars to the left of the Talk button will indicate the strength of your internet connection. To the right you may adjust your volume levels, and audio and video options. You can control audio and video from the Media Bar. Press the Talk button to speak, and the camera button to begin broadcasting video.
- ▶ **Presenter’s Console**—You control your entire presentation from the Presenter’s Console, including displaying and sharing content, starting an archive, and managing breakout rooms.

Conduct Online Classes with WIMBA

You will control your entire presentation from the Presenter’s Console. There are two ways to display content in your classroom: using the Slide List, or sharing materials “on-the-fly.”

1) Use the Slide List

The Slide List is a built-in slideshow presentation that you prepare in advance of your class. It can contain PowerPoints, images, websites, PDFs, and other documents. Your Instructor Dashboard in *iLrn: Heinle Learning Center* will contain a link to add content to WIMBA classroom after you have activated your WIMBA account.




To locate the material you have uploaded, select the appropriate folder from the drop-down menu in the Presenter’s Console and click **Go**. You can select a folder from a different classroom by clicking **More Folders...** at the bottom of the list.

Each piece of content from your presentation will appear in the Presenter’s Console. Click each piece to show it in the Content Frame.

2) Share “On-the-Fly” Content

You can also share content “on-the-fly,” either to supplement your prepared lesson or as your main presentation.

- ▶ **Share a PowerPoint presentation**—click the Upload PowerPoint button  and browse to find your presentation. Select the eBoard as your display target. Click the Import button to create a new Content Folder in the Presenter’s Console.
- ▶ **Share a web page**—Click the **Web** button (located on the Content tab on the Presenter’s Console). Type the URL of the web page you would like to show, and click **Show Web Page**. The page will appear in a new window.

- ▶ **Share an image**—Click the **eBoard** button (located on the Content tab on the Presenter’s Console). Click the **Import** button and browse for the image you want to show. You can then use other eBoard tools (pointers, highlighter, lines, circles, text) to annotate your image.
- ▶ **Share an application** —Click the **Share** button (located in the Content tab of the Presenter’s Console). Use this to share any application such as Microsoft Word or Internet Explorer with your students. The **AppShare Status** window opens, where you can choose where to display the application. Click the orange button to begin sharing. To end sharing, locate the original **AppShare Status** window and click the **End Sharing** button.

3) Use Breakout Rooms

You can divide your students into small “breakout” groups in order to do pair/group activities in class. Before splitting up your class, be sure to enable speaking and/or chat privileges for your students using the controls on the Participant Area window.

1. Click the **Breakout Rooms** tab in the Presenter’s Console.
2. To move students manually to breakout rooms, click and drag each student’s name into the desired room.
3. To move students automatically and randomly, click the **Automatic** link. Use the drop-down menu to distribute users to your desired number of rooms.
4. When you are ready for all users to return to the Main Room, click **Automatic** and select **To Main Room**.

Note: To visit the breakout rooms, select the *Manual* option and drag and drop yourself into the desired room.

Archive your Classes

You can save your classes for students to view later as a study aid. An archived class captures and synchronizes: all audio and/or video; public (but not private) text chat contents; eBoard annotations and content; application sharing and polling. To archive your class:

1. Click the black Recording button at the top of the Presenter’s Console
2. Click **OK** to confirm that you would like to begin recording
3. The Recording button will turn red. Click this button to stop archiving.

Using Personal Tutor

What is Personal Tutor?

▶ Personal Tutor provides tutors exclusively from among experienced and qualified instructors. Tutors have achieved high grades in their degrees (many have a Master's degree and higher) and have real classroom teaching experience. All of Personal Tutor's tutors are located in Tampa, FL, and are monitored on-site by a director, who also holds a Ph.D.

How does Personal Tutor work?

▶ Personal Tutor provides whiteboard technology for synchronous tutoring (Q&A sessions) that also includes video and audio capabilities (for those students who want these extra features).

How many hours of tutoring do students get on Personal Tutor?

- ▶ Personal Tutor provides students with **5 hours of tutoring** time.
- ▶ Students have 3-semesters to use the 5 hours of tutoring

What if a student needs additional tutoring hours on Personal Tutor?

▶ Students have the option of purchasing additional tutoring directly from Personal Tutor if their hours/paper submissions are used up before the end of a semester. The cost is significantly less at \$29.99 for an entire month of tutoring versus paying \$35 per hour from other services.

When will tutoring be available?

▶ Tutors are available for online tutoring seven days a week, and offline questions and papers can be submitted at any time, 24 hours a day. Online tutoring is available for languages at the times below. Responses to offline questions can take 24 to 48 hours to be returned, however, they are usually returned within one day.

	Spanish	French	Italian	German
MONDAY	9AM-1PM 9PM-12AM			
TUESDAY	9AM-1PM	4-8PM		8PM-Midnight
WEDNESDAY	9AM-1PM 9PM-12AM		6PM-10PM	
THURSDAY	9AM-1PM	4-8PM	8PM-12PM	
FRIDAY	9AM-1PM 5PM-9PM	4-8PM		
SATURDAY	12PM-4PM	4-8PM		
SUNDAY			3PM-7PM	7PM-11PM

Frequently Asked Questions

What is the difference between a course and a class?

A course in *iLrn: Heinle Learning Center* is just like a course in your school's course catalog, like French 101. Within each course, you'll have one or more classes. Classes are analogous to sections in a university course: they are groupings of students within a course. Thus, if you teach five sections of French 101, you would create five classes within your online course.

How do I drop a student who doesn't belong in my class?

When you drop a student, all records of his or her scores and responses are removed. To drop a student:

1. Login to the Instructor Workstation.
2. Select a course and class.
3. Click **Roster** under the **Classes** tab.
4. Click **Drop** to the far right of the student's name.

How do I transfer a student to a different class within my course?

To transfer a student to a different class:

1. Navigate to the student roster (**Classes** tab, **Roster** sub-tab).
2. In the **Transfer** column to the right of the student's name, select the class you want to transfer the student to.
3. Click **Update** when you are finished.

To transfer a student to an entirely different course, you should drop the student and give the student the course code and registration instructions for the new course.

Students can switch courses by:

1. Logging into the Student Workstation.
2. Clicking the **My Books** tab and selecting the book that will be used in the new course.
3. Clicking **Book Options**, clicking **Change course/instructor**, and entering the new course code.

How do I start a new semester with a new set of students?

Just follow these steps:

1. Login to the Instructor Workstation.
2. Select the course that has ended.

3. Select **Start new term** and fill out the form.

- ▶ If newer editions of your book are available, you will have the option of choosing a newer edition of the book. If you have made any customizations to your book that you want to keep, besides creating new activities, you should choose the edition that you are currently using. Any new activities you created in the **Supplement** section will be saved regardless of which edition you select.

4. Click **Submit** when you are finished.

Once you have created your new course, you can create classes by selecting **Create a new class** from the Instructor Workstation home page (the page you see immediately after logging in). You may create as many classes as you want.

Do I need a new book key to start a new course for a new semester?

For most books, you do not need a new book key to start a new term (as long as you will be using the same book). However, certain books do require new book keys each semester. If you are using a book that requires a new book key each semester, you will be prompted to enter the new key.

What do students do when their books expire?

Student book keys generally provide access to a book for 12 to 18 months. When a student's book expires, the student can extend the book for an additional 12 to 18 months by following these steps:

1. Login to the Student Workstation.
2. Go to the **My Books** tab.
3. Click on the **Book** options button.
4. Click on the **Extend** link that appears next to the book duration.
5. Fill out the order form and click **Submit**.

Contacting Technical Support

- ▶ Visit <http://books.quia.com/support>
- ▶ View FAQs at <http://books.quia.com/help/books/faq.html> for immediate answers to common problems.
- ▶ Send an email to bookhelp@quia.com
- ▶ Call Toll-free 1-877-282-4400 Ext: 2