

Table of Contents

Getting Started	2
Registration	2
Creating an account.....	2
Login instructions.....	3
Updating Profile.....	3
Student Workstation	4
Open Book	4
Class Details	5
My Results	5
Announcements	6
Options (drop a course or transfer).....	7
Calendar	8
Voice-enabled Activities	9
Find a partner/team	9
Complete a voice-enabled activity	10
Diagnostics and Personalized Study Plan	11
Personal Tutor	12
Frequently Asked Questions	13
System Requirements	13

Getting Started

Congratulations on working with a Heinle book. *iLrn: Heinle Learning Center* gives you access to a wealth of data about your performance, thereby allowing you to learn more effectively. Moreover, you'll enjoy *iLrn: Heinle Learning Center* because it is fun to use and gives you instant feedback when you complete an exercise. *iLrn: Heinle Learning Center* simply requires you to set up your account with your book key and then to log in each time you use it.

Registration

Creating an Account

To set up your account, follow these steps:

- Step 1:** Go to <http://ilrn.heinle.com>
- Step 2:** Click the **Login** button.
- Step 3:** Click **Create account**.
- Step 4:** Enter your user information and click **Submit**.
- Step 5:** You will be prompted to enter your book key printed inside the sleeve that came bundled with your book. Click **Go**. (You can also purchase an access code online from cengagebrain.com)
- Step 6:** Your book also requires an instructor's course code. You must get the course code from your instructor to gain access to your course. If you already have it, enter it when prompted. Otherwise, you can enter it the next time you login.

Figure 1: Student Workstation: Before entering course code



Login Instructions

To access your book after you have added it to your account, follow these steps:

Step 1: Go to <http://ilrn.heinle.com>

Step 2: Click the **Login** button.

Step 3: Enter your username and password. You are taken to the Student Workstation.

Step 4: Click on the book cover to open the *iLrn: Heinle Learning Center*.

If you experience any problems with setting up your account, ask Quia for help. You can submit a request at <http://hlc.quia.com/support.html>, email Quia at bookhelp@quia.com or call them at 1-877-282-4400.

Updating Your Profile

When you create your iLrn: *Heinle Learning Center* account, the information you enter, such as your name and email address, is saved in your profile.

To update your profile:

1. Login to the *Student Workstation*.
2. Click **Profile** in the upper right corner of your screen.
3. Update the information and press **Save changes**.

Mak sure your email address is current in your profile, as Quia uses this email address to respond to technical support questions and provide forgotten username/password information.

Student Workstation

Once you have entered your book and course keys, the Student Workstation will appear like the screen below each time you login.

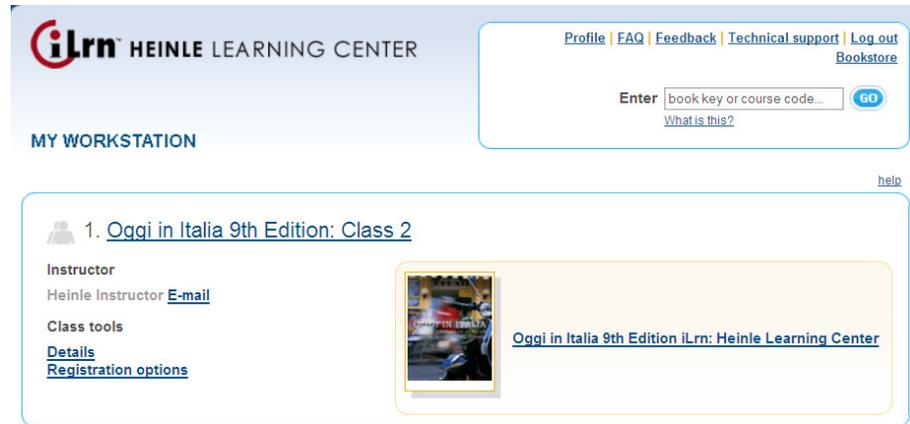


Figure 2: Student Workstation: After entering course code

In this view, you can choose one of the five options:

1) Open book

Click on the book title or cover. This brings you to the **Welcome page** for *iLrn: Heinle Learning Center*, where you have access to all the resources available for your course.



Figure 3: Student Workstation: Textbook Activities Welcome Screen

From the Welcome page, you have access to these tabs:

- ▶ **eBook**—This page-for-page reproduction of the printed book features embedded audio, video, as well as note-taking and text highlighting capabilities. You can complete textbook activities directly from the eBook interface. You can also see whether it is assigned, completed or graded. Just look for the  icon to see what is assigned and when it is due. Hover the mouse over the  icon to see your grade for a completed assignment. The page view can be magnified and the content searched via the index, table of contents, or search functions.

- ▶ **Textbook Activities**— You can select a chapter and view all of the exercises for each chapter. Click on the title to open an activity.
- ▶ **Student Activities Manual**—An online version of the Student Activities Manual with audio allows you to get immediate feedback on your work—anytime, anywhere.
- ▶ **Video Library**— For every chapter, you 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.
- ▶ **Diagnostics**— You may take an online diagnostic test before or after working through a textbook chapter to get an initial assessment of what you know and what you still need to master. Your results are graded automatically and displayed according to learning outcomes.

A Personalized Study Plan, based on the automatically graded test, directs you to additional study aids that focus your efforts and study time on the areas where you need the most help. Please see the ***Diagnostics and Personalized Learning*** section for more information.

- ▶ **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; access to Heinle iRadio’s MP3-ready cultural exploration activities; and access to Student Multimedia CD-ROM activities.
- ▶ **Online exams** - Your instructor may choose to make exams available online. If you are in a distance course, this may be the sole method of taking exams in your course. To access your exam, click the book cover from your Student Workstation. On the left-hand navigation bar, click on the  to expand a chapter. Click on the **Exam** for that chapter. Your instructor can assign times when the exams are available. If the exam is not yet available, you will not be able to access. If it is available, just click **Start** to begin.

2) Class details

In your Student Workstation you will find the details related to your course including:

- ▶ **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

Here you will see information about your performance, with a clear presentation of several categories viewable by book and chapter. The Book drop-down menu allows you to view your results for Student Activities Manual and Textbook activities or both.

My scores

The results below are based on activities that you have completed so far.
There are 42 possible total points.

Statistics (Zum Thema)		
Section	Points	Score
Kapitel 1 - Zum Thema	0/42	0%

Performance Summary								
	Exercise #	Due Date		Submitted	Time Completed	Time Elapsed	Points	Score
	Expand all							
A	1-2-1							
A	1-2-2A	28-Aug-10						
A	1-2-2B							
A	▶ 1-2-3A [2]	28-Aug-10		23-Sep-10				late
	1-2-3B							
	1-2-3C							
	1-2-3D							
	1-2-4A							
	1-2-4B							
A	1-2-5	28-Aug-10						

Figure 4: My Results Screen

- ▶ My scores (for Graded Activities)
- ▶ Statistics (broken down by chapter)
- ▶ Performance Summary (Exercise #, Due Date, Submitted, Time Completed, Time Elapsed, Points, Score)

Please see the **Calendar** section for another way to view results by week.

Grading Status Indicators

Many of the exercises in your *iLrn: Heinle Learning Center* book are completely computer graded. As soon as you complete an exercise, *iLrn: Heinle Learning Center's* software immediately corrects your work, reports a score, and stores your results. Open-ended questions, like those requiring written paragraphs or essays, still require instructor review.

*Please note that for yellow and red activities, your results will display 0% until your instructor grades the assignment.

4) Announcements

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

5) Registration options

You can drop a course, transfer to a different class, or transfer to a different course or instructor.

To drop a course:

1. Login to the Student Workstation.
2. Click the **Registration options** button in the course you wish to drop.
3. Click **Drop course** to drop your enrollment in this course. Your instructor will be notified. After dropping this course, you will still be able to view your scores; however, you will no longer be able to access the books in this course.

To transfer to a different course or instructor:

1. Login to the Student Workstation.
2. Click the **Registration options** button in the course you wish to transfer from.
3. Click **Change course/instructor**.
4. Enter the new course code and click **Submit**.

To transfer to a different class:

1. Login to the Student Workstation.
2. Click the **Registration options** button in the course you wish to transfer from.
3. Click **Change class**.
4. Select the class you want to enroll in and click **Submit**.

Calendar & Assignment List

To access all of your assignments via the Calendar:

1. Login to the Student Workstation. Click on the book title or cover.
2. Click on the *Calendar* in the top navigation bar.



Figure 5: Calendar

3. You will see all Textbook and Student Activities Manual assignments due in the current week. Click an activity to complete it.
4. You can also check your grades on completed assignments. If you see the  icon, your assignment needs to be graded by your instructor.
5. To see assignments for previous or future weeks, select a date during the week you wish to view.

To access all of your assignments via the Assignment List:

Alternatively, you can view the assignments for each book.

1. From the Welcome page, click *Assignments List* in the top navigation bar.
2. Select a chapter from list to see all assignments for that chapter. A due date will appear under the Due Date column for all assigned activities. If an assignment has been completed, the date will be indicated.
3. Select an activity from the list to open and complete.

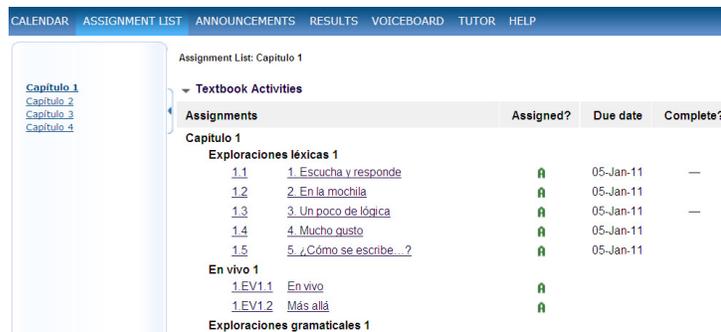


Figure 6: Assignment List

Voice-enabled Activities

Voice-enabled activities can be completed alone, with a partner, or with a group. You can talk to your partner or team and write instant messages to work together on the activity, then record a conversation that your instructor will grade.

Find a partner/team

1. Click on **Voiceboard** at the top of your student Welcome page screen.
2. From the **Voice activities**, select the activity you want to complete.
3. If you need a partner, click the **Find a partner** link at the top of the **Partner Record and Chat box**. This will take you to the partner switchboard where you can invite someone online to partner with you.

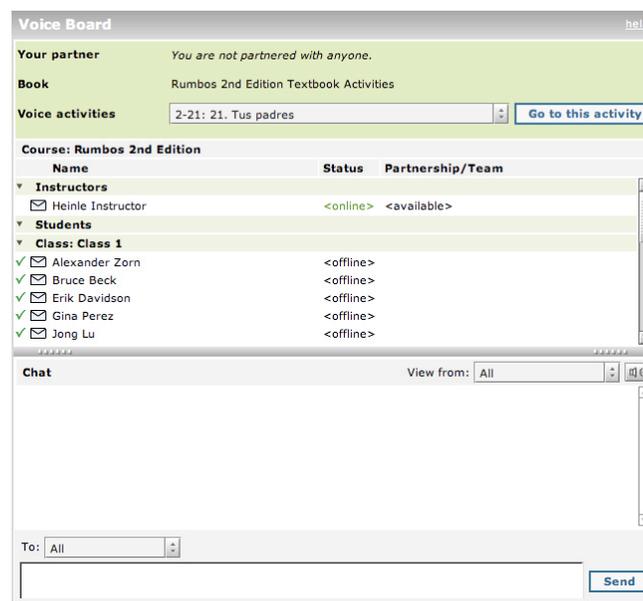


Figure 7: Partner Switchboard

4. If you are working with one partner, his or her name will appear at the top of the **Partner Record and Chat box**.
5. If the assignment requires you to work in teams, you will either need to join an existing team, or invite others to join you. To join an existing team, check the Partnership/Team column and find the name of a person whose team you would like to join. Click his/her name and send him/her a private chat to request an invitation.
6. To form your own team, find an available partner from the Partnership/Team column, click his/her name and the **Invite to partner** link. To add more team members, click their names and the **Invite to team** link. Note that if you have four teammates, you cannot invite more - teams are restricted to five members.

Complete a voice-enabled activity

1. To send text messages to your partner or team, type in the text box and press Send or press the **Enter** key.
2. To talk to your partner or team before recording, press the **Talk to your partner** button. Make sure that you and your partner have microphones and a headset or speakers, and that the volume is turned on. Note: Your partner cannot speak to you or hear what you say until he or she presses **Talk to your partner** as well. Your conversation will not be recorded unless you click the **Record** button.
3. Coordinate with your partner or team on what you'd like to say. When you're ready to record the conversation, press the **Record** your conversation button. The computer will start to record your conversation ONLY after all partners or teammates have clicked the **Record** button. You will know it is recording because a message in red appears saying "recording..." until either one of the partners presses **Stop recording**.

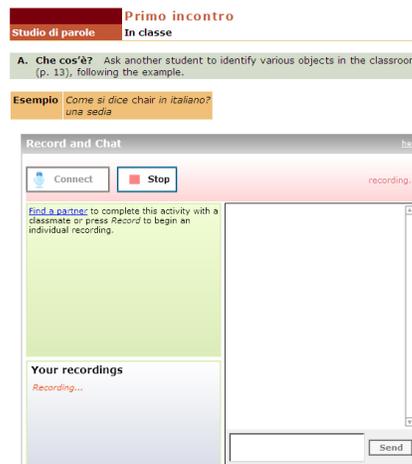


Figure 8: Activity in recording mode

4. Press **Stop** when you want to stop recording. You can still talk with your partner or team when the recording stops.
5. To listen to your recording, press **Play**. You can pause the recording at any time by pressing **Pause**. If you are not satisfied with your recording, you may record again. Each recording is saved and you can choose which recording (from a drop-down list) you want to submit.
6. When you are satisfied with your recording, press **Submit answers** to send your recording to your instructor. Note: All partners and teammates must press **Submit** in order for the recording to be counted in all of your grades.
7. If you can't find a partner or team, you can record answers on your own; just press **Record** to record your voice, then stop the recording and submit it when you're done. Check with your instructor to see if an individual recording is acceptable, since these activities are designed to be done with a partner.

Diagnostics and Personalized Learning

You may take an online diagnostic test before or after working through a text chapter to get an initial assessment of what you know and what you still need to master. Your results are graded automatically and displayed according to learning outcomes. A Personalized Study Plan, based on the automatically graded test, directs you to additional study aids available in *iLrn: Heinle Learning Center*, including Student Activities Manual activities and pages in the eBook, that focus your efforts and study time on the areas where you need the most help.

- ▶ Step 1 ...Pre-Test (or What Do I Know?) provides an evaluation of what you already know.
- ▶ Step 2 ... Personalized Study Plan (or What Do I Need to Learn?) provides a focus for your work. Chapter sections and additional study materials are chosen to cover concepts that you had problems with in the pre-test.
- ▶ Step 3 ... Post-Test (or What Have I Learned?) provides an evaluation of what you have learned after working through the personalized study plan.

The screenshot displays a user interface with two main sections: 'Test results' and 'Study plan'.

Test results: A table with two columns: 'Date' and 'Score'. The first row shows '1/21' and '14%'. Below the table is a button labeled 'Take test again'.

Study plan: A panel with a red header 'Review Required'. It contains a table with two columns: 'Topic' and 'Tasks'. The 'Topic' column lists 'Las materias académicas'. The 'Tasks' column lists several resources:

- eBook: Ve el libro de texto, páginas [40-41](#).
- Student Activites Manual
 - [2.1 Sopa de letras](#)
 - [2.2 Asociaciones](#)
 - [2.3 Profesiones](#)
 - [2.12 ¿Qué clases tomas?](#)
- Web Quiz
- Vocabulario 1
- Audio Flashcards
- Vocabulario 1

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

Technical Support

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

System Requirements

Microsoft® Windows 98, NT, 2000, ME, XP, VISTA, 7

Browsers: Internet Explorer 7.x or higher, or Firefox version 3.x or higher

Macintosh OS X

Browsers: Firefox version 3.x or higher, or Safari 3.x or higher.

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 10 or higher
- ▶ You will need speakers or a headset to listen to audio and video components, and a microphone is necessary for recording activities.