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# 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 to iLrn: Heinle Learning Center* button.
- Step 3:** Click *Students*.
- Step 4:** 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](http://cengagebrain.com) )
- Step 5:** If you already have an account, click *Login* and enter your current username and password. Or, to create a new account, click *Create a new account*.
  - a) Enter your desired username and password.
  - b) Enter your name, valid email address, location, and time zone.
  - c) Click *Submit*.
- Step 6:** Your book 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.

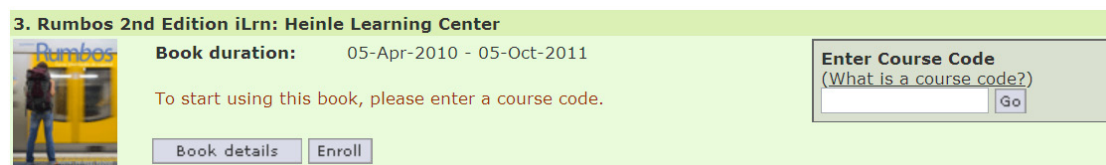


Figure 1: Student Workstation: Before entering course code

## 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 to iLrn: Heinle Learning Center** button.

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

**Step 4:** Click **Open book** 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://books.quia.com/support.html>, email Quia at [bookhelp@quia.com](mailto:bookhelp@quia.com) or call them at 1-877-282-4400 Ext: 2.

## 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**.

It is very important that you keep your email address current in your profile, as Quia uses this email address to respond to your technical support questions. Also, if you ever forget your username or password, we can only send them to the email address saved in your profile, for security.

In addition, it is important to select the correct time zone so that your due dates are reflected correctly.

## 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

This tab 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:

- ▶ **Student Activities Manual**—An online version of the Student Activities Manual with audio allows you to get immediate feedback on your work—anytime, anywhere—and features a wide variety of high-interest exercises, voice-record activities, games, and assessment tools; floating and stationary accent bars for a specific language; and self-scoring tools that allow you to track your own progress.

The screenshot displays the Rumbos Second Edition interface. At the top, there are navigation buttons for 'BACK' and 'NEXT', and links for 'Assignments', 'Calendar', and 'Help'. The breadcrumb trail indicates the current location: 'Capítulo 2: La familia > Estructura y uso II > 15. Situaciones'. A 'Table of Contents' sidebar on the left lists chapters and sections, with '15. Situaciones' highlighted. The main content area features a header for 'Capítulo 2 La familia' and a sub-header 'Estructura y uso II Más diferencias entre el pretérito y el imperfecto'. Below this, a yellow box contains the activity title '2-15 Situaciones' and instructions: 'Escucha las cuatro situaciones narradas y pon el número correcto para indicar qué situación corresponde a cuál dibujo.' A 'Play audio' button is visible. Two cartoon illustrations, labeled 'a.' and 'b.', show a family celebrating a birthday. Below each illustration is a small input field with a plus sign. At the bottom of the page, there are small icons representing different scenes from the audio.

Figure 4: Student Workstation: Student Activities Manual Activity



► **Textbook Assignments**— You can select a chapter and view all of the exercises for each chapter. You can see at a glance when they are due, and if you have completed them. Click on the title to open an activity.

The screenshot shows the 'Rumbos' Learning Center interface. At the top, there are navigation buttons for 'BACK' and 'NEXT', and a search bar. Below the navigation, there are tabs for 'Calendar', 'Voiceboard', 'Personal Tutor', and 'Help'. The main content area is a table of assignments for 'Capítulo 2'. The table has columns for 'Assigned?', 'Due date', and 'Complete?'. The assignments are listed in a table format:

	Assigned?	Due date	Complete?
<b>Capítulo 2</b>			
<b>Rumbo a Guatemala, Honduras y Nicaragua</b>			
2-1 1. ¿Qué sabes de los lazos familiares?	✦	22-Feb-10	✓ 21-Feb-10
2-2 2. La geografía centroamericana	✦	22-Feb-10	✓ 21-Feb-10
2-3 3. Un poco de historia	✦	22-Feb-10	
<b>Vocabulario I</b>			
2-4 4. La familia Dardón	✦	21-Feb-10	✓ 20-Feb-10
2-5 5. Lazos familiares	✦	21-Feb-10	
2-6 6. En otras palabras			
2-7 7. Mi historia familiar			
2-8 8. ¿Quién de la clase...?			
2-9 9. Cosas de familia			
2-10 10. La unidad familiar en la tele y las películas			
<b>Perspectiva I</b>			
2-11 11. La familia en los Estados Unidos			
2-12 12. ¿Comprendiste?			
2-13 13. Perspectiva 1	✦		
2-14 14. Perspectiva 2	✦		

On the right side of the table, there are several buttons for 'Student Activities Manual', 'Textbook Assignments', 'eBook', 'Video Library', 'Enrichment', and 'Diagnostics'.

Figure 5: Student Activities Manual activity

► **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.

The screenshot shows the 'INTERACTION LANGUE ET CULTURE' eBook interface. The top navigation bar includes 'St. Onge - St. Onge', a search bar, and a magnification tool. The left sidebar contains a 'Contents' menu with chapters 1 through 7. The main content area displays a 'Vocabulaire actif' page with sections for 'LES ACTIVITÉS', 'LES RAPPORTS', 'LES LIENSES', and 'LES CARACTÉRISTIQUES'. Below the vocabulary page, there are 'Exercices de vocabulaire' with instructions and questions in French. The bottom of the page shows the copyright information: 'Cengage Inc. © All rights reserved.'

Figure 6: Student Workstation: eBook with Table of Contents

- ▶ **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.

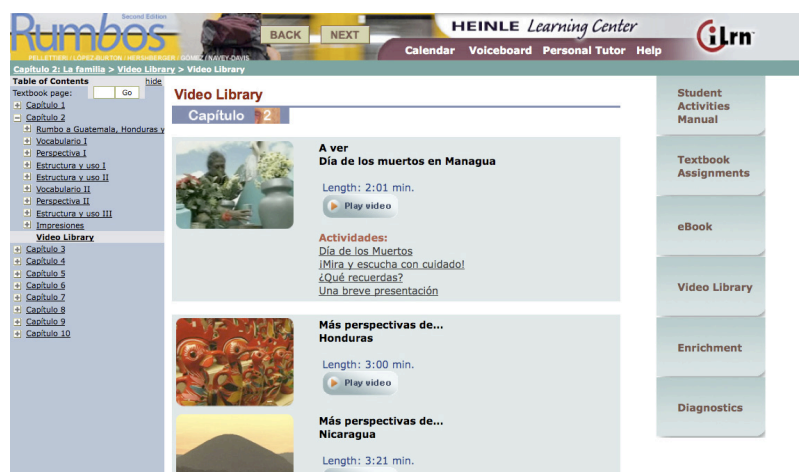


Figure 7: Student Workstation: Video Library

- ▶ **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.

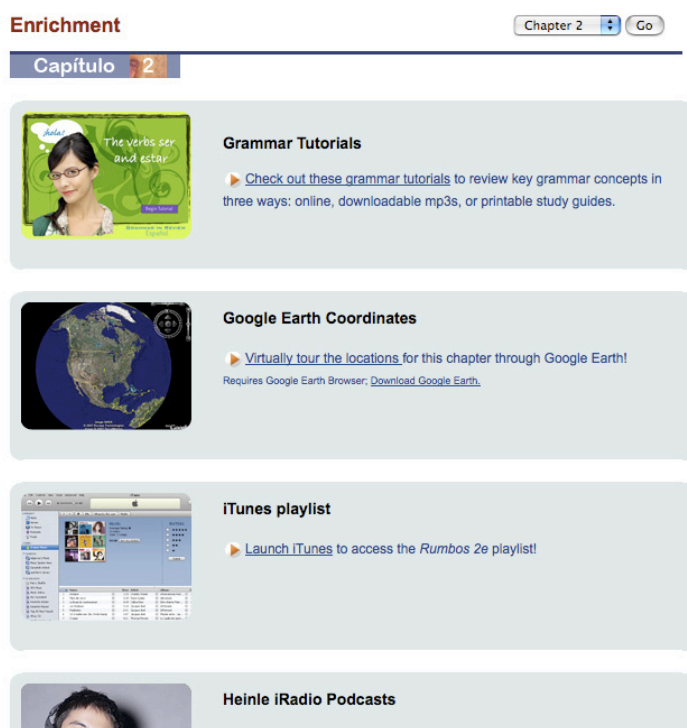


Figure 8: Student Workstation: Enrichment Page

- ▶ **Diagnostics**— You may take an online diagnostic Pre-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 Outcome.

A Personalized Study Plan, based on the automatically graded Pre-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.

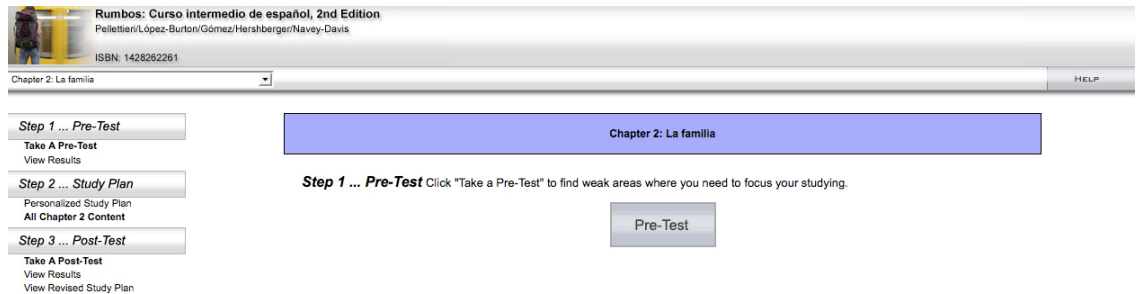



Figure 9: Student Workstation: Diagnostic Pre-Test

- ▶ **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 **Open Book** button 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:



Figure 10: Student Workstation: Class Details Screen



- ▶ Course Information: Name (the title and section), Instructor (with a button to click for easy contact: [E-mail your instructor](#)), Code (course number), School, Duration (dates of course)
- ▶ Book Information: Book title, Publisher, Book duration (where text and workbook are listed separately and students can click [Open book](#)).

### 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 toggle between viewing your results for Student Activities Manual and Textbook activities.

**Course: Rumbos 2nd Edition : Class 1**

Class details | My results | Announcements | Options

Book: Rumbos 2nd Edition eStudent Activities Manual (eSAM) | Go

Section: Capitulo 2 (ALL) | Go

**My scores (Heinle Instructor) - Graded Activities**

The results below are based on graded activities that you have completed so far. There are 334 possible total points.






Statistics (Capitulo 2)		
Section	Points	Score
Capitulo 2 (ALL)	13/334	4%

Performance Summary								
	Exercise #	Due Date		Submitted	Time Completed	Time Elapsed	Points	Score
⊙ ●	WB2-1	15-Feb-10	📖	12-Feb-10	11:11:17 AM		5/5	100%
⊙ ●	WB2-2	21-Feb-10	📖	20-Feb-10	07:35:37 PM		8/8	100%
⊙	WB2-3	21-Feb-10	📖					
⊙	WB2-4	21-Feb-10	📖					
⊙	WB2-5	21-Feb-10	📖					
⊙	WB2-6	21-Feb-10	📖					
⊙	WB2-7	21-Feb-10	📖					

Figure 11: Student Workstation: 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 note the legend at the bottom of the screen, as it explains the icons displayed:

-  This activity has been assigned and will be calculated in your cumulative score.
-  View this activity in the book.
-  View your results for this activity.
-  Grading is complete; the score shown is final.
-  Grading is not complete.

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. Computer grading works best with multiple choice questions, true/false questions, and short-answer questions, where there are a limited number of responses that one would consider "correct." Of course, 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) 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 **Options** tab 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 **Options** tab 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 **Options** tab in the course you wish to transfer from.
3. Click **Change class**. Select the class you want to enroll in and click **Submit**.

## Calendar View

**To access all of your assignments in one place:**

1. Login to the Student Workstation. Click **Open Book**.
2. Click on the **Calendar** in the top navigation bar.
3. You will see all Textbook and Student Activities Manual assignments due in the current week. Click an activity to complete it.

The screenshot shows the Student Workstation interface. At the top, there is a navigation bar with 'HEINLE Learning Center' and 'iLrn' logos, and a menu with 'Calendar', 'Voiceboard', 'Personal Tutor', and 'Help'. Below this is a 'Table of Contents' sidebar with chapters 1-10. The main content area is titled 'Calendar | Announcements' and features a calendar for February 2010. The current week is highlighted as 'Week of Feb 15 - 21'. Below the calendar, there is a 'Refresh assignments' button and a table of assignments due.

Assignments due	Complete?	Points	Score
Monday, February 15			
WB2-1 1. La oveja negra de la familia	✓ 12-Feb-10	5/5	100%
Sunday, February 21			
2-4 4. La familia Dardón	✓ 20-Feb-10	3/6	50%
2-5 5. Lazos familiares			

Figure 12: Student Workstation: Calendar

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.

# Book View

## Accessing assignments within each book

Alternately, you can view the assignments for each book separately.  
To see only your Textbook Activities:

### To see only your Textbook Activities:

1. Click the *Textbook Assignments* tab on the right.
2. Select a chapter from the list to display all the assignments for that chapter.
3. A due date will appear under the Due Date column for all assigned activities.
4. If an assignment has been completed, the date will be indicated.
5. Select an activity from the list to open and complete the activity.  
See Figure 5.

### To see only your Student Activities Manual Activities:

1. Click the *Student Activities Manual* (Workbook/ Lab Manual in some texts) tab on the right. A separate window will open.
2. Select a chapter from the list to display all the assignments for that chapter.
3. A due date will appear under the Due Date column for all assigned activities.
4. If an assignment has been completed, the date will be indicated.
5. Select an activity from the list to open and complete the activity.

Table of Contents		BACK	NEXT	Assignments	Calendar	Help
Capítulo 2						
Table of Contents		Assignments (Back to Assignments main page)		Assigned?	Due date	Complete?
Capítulo 2						
Vocabulario I						
1. La oveja negra de la familia	WB2-1	1. La oveja negra de la familia	◇	15-Feb-10	✓	12-Feb-10
2. La familia y la sociedad	WB2-2	2. La familia y la sociedad	◇	21-Feb-10	✓	20-Feb-10
3. Estoy lejos de mi familia	WB2-3	3. Estoy lejos de mi familia	◇	21-Feb-10		
4. ¡Qué familia!	WB2-4	4. ¡Qué familia!	◇	21-Feb-10		
5. Una familia complicada	WB2-5	5. Una familia complicada	◇			
6. Una buena familia	WB2-6	6. Una buena familia	◇	21-Feb-10		
Estructura y uso I						
7. El pretérito	WB2-7	7. El pretérito	◇	21-Feb-10		
8. El imperfecto: ¡Cómo pasa el tiempo!	WB2-8	8. El imperfecto: ¡Cómo pasa el tiempo!	◇	21-Feb-10		
9. Recuerdos de la escuela	WB2-9	9. Recuerdos de la escuela	◇	21-Feb-10		
10. Cuando cumplí 18 años	WB2-10	10. Cuando cumplí 18 años	◇	21-Feb-10		
11. Medalla de oro	WB2-11	11. Medalla de oro	◇	21-Feb-10		
12. Más sobre Steven López	WB2-12	12. Más sobre Steven López	◇			
Estructura y uso II						
13. ¿Cómo te fue?	WB2-13	13. ¿Cómo te fue?	◇			
14. Una fiesta de sorpresa	WB2-14	14. Una fiesta de sorpresa	◇			
15. Situaciones	WB2-15	15. Situaciones	◇			

Figure 13: Student Activities Manual activities

## 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.

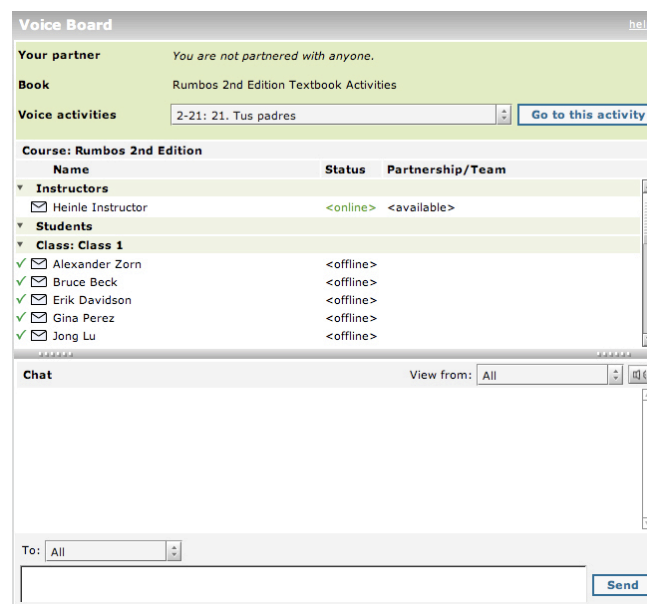


Figure 14: Student Workstation: Partner Switchboard

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*.

<b>Studio di parole</b>	<b>Primo incontro</b> <b>In classe</b>
<b>A. Che cos'è?</b> Ask another student to identify various objects in the classroom (p. 13), following the example.	
<b>Esempio</b>	<i>Come si dice chair in italiano?</i> <i>una sedia</i>

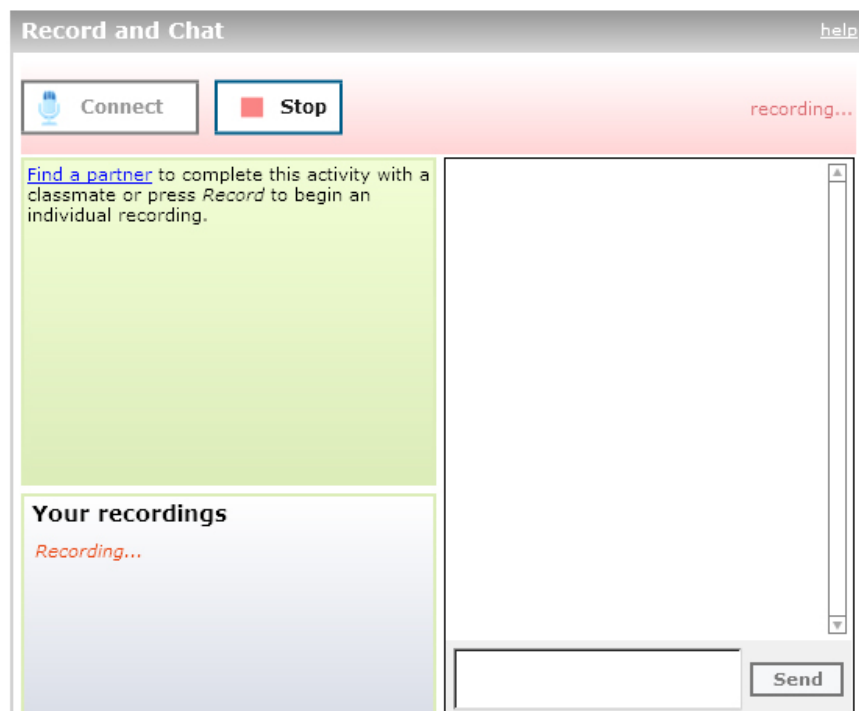


Figure 15: Student Workstation: Activity in recording mode

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.

## Diagnosics and Personalized Learning

You may take an online diagnostic Pre-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 Outcome. A Personalized Study Plan, based on the automatically graded Pre-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.

**The work flow for a Personalized Study Plan is broken into three parts:**

- ▶ 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.

## Step 1—Taking the Pre-Test

Taking the pre-test is a good way for you to find out exactly which areas you should concentrate on for additional study. The test consists of a series of multiple-choice questions matching the difficulty level and knowledge base found in the book chapter. Your personalized study plan will be based on the results of the pre-test.

### ► To take a pre-test

1. Under Step 1 ... Pre-Test (or What Do I Know?), click **Take a Pre-Test**. The page refreshes, displaying the list of test questions.
2. Answer all the questions in the test.
3. To end the test and show the results, click and **Submit Test**.

Please also note that the results are only saved for the current session. If you log out of *iLrn: Heinle Learning Center* and return, you will be able to take the pre-test again.

## Step 2—Working Through the Study Plan

Once you have completed the pre-test, the personalized study plan gives recommendations for further study based on your results. Recommended items will provide links to the pages in the eBook, Student Activities Manual, and Web site. Items you already studied are indicated by a ✓ symbol.

For the ultimate comprehensive study guide, click **All Chapter Content**. You'll see the entire list of study material for the chapter, available online, accessible with a single click.

## Step 3—Taking the Post-Test

### ► To take a post-test

1. Under Step 3 ... Post-Test (or What Have I Learned?), click **Take a Post-Test**. The page refreshes, displaying the list of test questions.
2. Answer all the questions in the test.
3. To end the test and show the results, click **Show Results**.



# 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

## Can I redo an activity?

You can repeat a pre-test or post-test in the Diagnostics as many times as you wish. Your instructor may or may not allow you to attempt a particular exercise multiple times to practice and improve your performance. Ask him or her about this, and, if you can repeat an exercise, whether you will receive credit for your first attempt, your last attempt, or your best attempt when calculating your score.

## 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.

## Whom can I contact for help?

- ▶ 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 e-mail to [bookhelp@quia.com](mailto:bookhelp@quia.com)
- ▶ Call Toll-free 1-877-282-4400 Ext: 2

# 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.