ANGEL: Using ANGEL’s Communication Tools to Enhance Learning

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OBJECTIVES
Participants will be able to
- Send course mail messages
- Work with the ANGEL calendar
- Create discussion forums
- Post announcements
- Activate Live Chat and Live Office Hours

ANGEL COMMUNICATION TOOLS
Instructors can use ANGEL features such as course mail, the calendar, survey tools, live chat, and live office hours not only to communicate with students, but also to encourage student participation and collaboration. Communicating clearly and frequently with your students can help students to better manage their assignments and, in turn, complete their courses. Student perceptions of communication and instructor presence are important factors in student performance. Students who perceive a lack of communication and instructor presence are more likely to underperform and possibly drop out of the course. Other communication tools, such as discussion forums, can help facilitate learning.

COURSE MAIL
The course mail tool on the Communicate tab allows students and instructors to correspond with each other without requiring the use of Internet email accounts. It provides access to the HTML editor (which includes a Check Spelling tool), supports adding attachments and forwarding to Internet email addresses, and allows the sender and recipients to monitor who has and has not opened a message. ANGEL’s course mail tool allows you to communicate with students by course, allowing you to easily maintain important communications by class section.

NOTE: The course mail tool available within ANGEL is not the same as a Penn State email account or any other Internet email account. Mail sent within the ANGEL mail system only resides in ANGEL unless it has been forwarded to another account. To reply to an ANGEL mail message, you must log in to ANGEL.

Benefits of Using ANGEL
- Send and receive course mail messages within ANGEL
- Send a message to a class or all course participants
- Monitor who has or has not read course mail messages
- Maintain record of all course mail correspondence
Before, During, and After the Semester

Before the semester begins:
- Decide if you want to use ANGEL’s course mail tool to communicate with your students or if you want to communicate with your students by some other means.
- Be sure to let your students know your preferred method of communication through the course syllabus.
- If you frequently send the same course mail message during the semester, compose the message in ANGEL, save the message as a draft, and then send at the appropriate time.
- Use the Action Editor, available on the Action tab of any lesson content item, to send course mail messages when certain events and conditions occur.

NOTE: Refer to the Knowledge Base Article “Lesson Item Settings: Action Item Settings Field,” located at http://kb.its.psu.edu/cms/article/149 for more information.

During the semester:
- Send messages to students.
- Monitor who has or has not opened course mail messages using the course mail tool.

It is important to know that course mail only resides within ANGEL. Mail messages can be forwarded out of ANGEL to an external email account; however, you must log in to ANGEL to respond to course mail messages. In addition, course mail in ANGEL is grouped by course. You can access course mail by clicking on the Communicate tab from within a given course.

After the semester ends:
- Organize your inbox by moving your course mail messages into a folder.
- Course mail residing in the inbox will be archived when the course is archived.
- Moving course mail messages into a folder will allow you to access those messages even when the course is archived.

Course Mail Component

ANGEL mail messages are grouped by course and identified by student names. If you have a large course or multiple ANGEL courses, this may be an ideal way to track student communication and to easily send a message to the entire class, but you must remember to log in to ANGEL regularly. While the course mail component is accessible on the Communicate tab from within the course, you also have the option to add the course mail component to the My Profile page.

NOTE: The course mail tool on the My Profile page displays all your messages from all of your courses. This is not a default My Profile Page component and must be added to the page through the Edit Page link on the upper left of the screen.
There are three options available from the course mail component:

- **View Inbox**: Allows users to view, read, and compose mail messages.
- **Unread Messages**: Alerts users to potentially unread messages.
- **Quick Message**: Allows users to bypass the inbox and go directly to the Compose Message form.

![Course Mail](image)

**Figure 1: My Profile Page course mail component**

**Reading Course Mail**

The course mail tool on the course Communicate tab allows you to read messages received in a course. To read a course mail message:

1. Click the **Communicate** tab from within a course.
2. Click **View Inbox**.
3. Select either the **sender’s name** or the **subject** to open a message.

![Inbox](image)

**Figure 2: Inbox**

After selecting a message, the following options are available:

- **Reply**: Reply to the sender.
- **Reply All**: Reply to the sender plus all recipients.
- **Forward**: Forward the message to a new recipient.
- **Delete**: Remove a message by selecting Delete from the Action drop-down menu and then clicking Go.
- **Previous**: Read a previous message.
- **Next**: Read the next message.
- **Print**: Print the message.

![Message options](image)

**Figure 3: Message options**
Sending Course Mail

The course mail tool on the Communicate tab allows you to send messages to all course members. In this exercise, we will send a course mail message to all members of the ANGEL Training Sessions course.

EXAMPLE

1. From the My Profile Page, select the ANGEL Training Sessions course.
2. Click the Communicate tab.
3. Click View Inbox.
4. Select the Compose Message button.
5. Click the To button.

The Select Message Recipient dialog box will open.

![Select Message Recipients dialog box](image)

**NOTE:** Course mail resides in the course from which it was sent. Choosing a different course from the Source: drop-down menu allows you to send a message to individuals from a different course; however, the course mail will still reside in the course from which it was sent. Choosing Global Address Book from the Source: drop-down menu within a course displays all course members for every course of which you are the instructor of record.

6. In the User section, select the checkbox next to All course individuals.

**NOTE:** You can also use the Quick Search options to select recipients from Groups, Teams, All Members, or alphabetical selections (A-Z) by first or last name.

7. Click the To button.
8. Click OK.
9. Type **Course Schedule Change** in the Subject text box.

10. Enter the message **Next Friday’s class will begin at 1:00 p.m. instead of 12:30 p.m.** in the text area below.

**NOTE:** If you wish to add formatting to the message or check spelling, use the HTML editor toolbar.

**NOTE:** Refer to the Knowledge Base article “Course Mail Attachments,” located at [http://kb.its.psu.edu/cms/article/284](http://kb.its.psu.edu/cms/article/284) for more information on attachments.

11. Click the **Send** button.

**NOTE:** Click the Save Draft button to save the message without sending or Cancel button to cancel a message.

### Managing Course Mail

The Action drop-down menu provides options for managing course mail. Instructors can easily organize course mail by creating folders and moving course mail messages into them. In addition, instructors can create a task based on a course mail message. The task will then be added to the Tasks panel of the course guide, and display under the Personal Tasks heading. In addition, instructors can use the course mail Actions drop-down menu to access who has or not opened a course mail message.

After opening a course mail message and selecting an action, click **Go** to perform the selected action:

- **Delete:** Delete is the default choice.
- **Create a Task:** Create a task based on the message that will be added to the Tasks Panel of the Course Guide.

**NOTE:** The Create a Task option can be accessed by opening a course mail message, and selecting Create a Task from the Action drop-down menu. The Create a Task option is not available from the Action drop-down menu on the Inbox page.

- **Send to Folder:** This option allows you to move the message to another folder. Check the message to be moved and click on the Go button. Select the folder you want to deposit the message in. You have the options to Move to Folder or Copy to Folder.
- **Mark as Unread:** Select Mark as Unread to return a message to the appearance of being unread.

**NOTE:** Selecting Mark as Unread will also cause the message to appear as unread to the sender if he/she selects the Message Read By link.

- **Message Read By link:** The sender of a message can select this link to view a list of all the recipients who have read the message. If a recipient has marked a message as unread, it will appear as unread in this report.
NOTE: The Course Guide, available when using ANGEL’s default theme, provides options to navigate through a course in addition to the What’s New, Tasks, Search and Design Help functions. To display or hide the Course Guide, click the Hide/Show arrows immediately to the right of the navigation buttons.

Figure 5: Course Guide Show / Hide arrows

Course Mail Preferences

Students and instructors can use the course mail Preferences to manage their course mail message settings. To access the settings:

1. Click the Communicate tab from within the course.
2. Select the View Inbox link in the Course Mail component.
3. Click the Preferences link in the upper right.

Figure 6: Preferences link

The User Course Mail Preferences dialog box is displayed.

Figure 7: User course mail preferences

Within the Preferences area, users can control the Message Format, Font Preference, Font Color, Number of Messages per Page, Forward to Internet Email, and Email Address settings.

- **Message Format**: Choose between HTML and Plain-Text formatting.
- **Font Preference**: Select the default display font in a mail message.
- **Font Color**: Select black, blue, or red.
- **Number of Mail Messages per Page**: Choose to display 25 or 50 messages.
- **Forward to Internet Email**: Select options for forwarding course mail.
- **Email Address**: Specify a forwarding email address.
NOTE: Mail messages can be forwarded out of ANGEL to an external email account; however, you must log in to ANGEL to respond to course mail messages.

Within the Signature Options, users can edit the Use Email Signatures and Use Course-Specific Signatures settings.

- **Use Email Signatures**: Create a personal email signature.
- **Use Course-Specific Signature**: Create course-specific signatures.
- **Editing Options**: Select to automatically spell check messages before sending them.

Course Mail Settings Tool

In addition to user course mail preferences, users can set access rights for course mail by using the Mail Settings link beneath the PSU Course Settings heading on the Manage tab. The Course Mail Settings allows you restrict who can send Internet email, who can send course mail to faculty and leaders, students / members, teams, individuals, and who can reply to all. Change the settings only if you wish to restrict students’ rights to send mail to one or more of these groups. By default, students can send course mail to:

- Individuals
- Teams of which they are a member
- Students/members
- Faculty/leaders

![Course Mail Settings dialog box](image)

Students do not have the right to send course mail to recipients' Internet email accounts by default. If you want to allow them to do so, select Students/Members for the Send Internet Email setting. Selecting the Send a Copy to Each Recipient’s Internet Email checkbox enables this option as a default for users.

**NOTE**: If you alter access to the Send to All Faculty/Leaders and/or Send to All Students/Members options, users with insufficient course rights also lose access to the Send to Everyone option.

**NOTE**: You can also access Course Mail Settings by clicking the Edit button in the Course Mail component’s title bar on the Communicate tab.
CALLED

Each ANGEL course or group includes a calendar located in the Calendar tab within the course or group. Instructors can use ANGEL’s calendar tool to communicate important course events to students. Calendar items can be added manually by creating an event on the Calendar tab from within a course. Calendar items related to course content can also be added automatically to the calendar by using the milestones feature under the content item’s Assignment tab.

In addition to the course calendar, every ANGEL user has a personal calendar called My Calendar. This personal calendar can be accessed by clicking the My Calendar link from within the My Toolbox component on the user’s My Profile page. Course calendar entries automatically appear on each user’s My Calendar, as well as within the specific course calendar. The course calendar and the personal calendar work together in the following ways:

- Public events created in a course or group calendar are copied into each user’s personal My Calendar.
- Personal events in a course or group are copied only in the instructor’s calendar and the calendars of any other individuals involved in the appointment.
- Events in a personal My Calendar are never copied into any other calendar.

Benefits of Using ANGEL

- Schedule events for yourself, select students, all students, or teams.
- Provide an outline of assignment due dates.
- Help students stay organized.

Before, During and After the Semester

Before the semester begins:

- Decide if you will use ANGEL’s course calendar to communicate important course events to your students.
- Populate the calendar with course events through the calendar interface or by using the milestones feature under the content item’s Assignment tab.

During the semester:

- Use the course calendar to edit or delete any calendar events.
- Remember to communicate any changes regarding assignment due dates to students via course announcements, course mail messages, and/or the course syllabus.

At the end of the semester:

- You can export calendar events, if desired.
- Please note that only single calendar events can be exported.
- Refer to the Knowledge Base article “Export a Calendar Event,” located at http://kb.its.psu.edu/cms/article/127 for instructions on exporting a single calendar event as an .ics calendar entry.
**Adding Calendar Events**

To add an individual calendar item manually to the course calendar:

1. From within a given course, click the Calendar tab.
2. Click the Add link in the upper left.
3. Complete the category, locations, notes, date, time, duration and / or recurrence fields.

**NOTE:** Calendar items can be assigned to everyone in the course or to an individual student in the course from the options under the User drop-down menu.

To add a calendar item automatically by using the milestones feature:

1. From within a given course, click the Lessons tab.
2. Click the Settings link under the content item.

**NOTE:** The content item must have been previously created under the Lessons tab.

3. Click the Assignment tab.
4. In the Milestones area, select Manually marked or Item completion from the Task Type drop-down menu.

**NOTE:** Milestones may be manually marked complete by the student or automatically by ANGEL if completion is based on viewing, grading, or submittal.

5. Choose an Assign date, if applicable, and check the Assign Date checkbox.

**NOTE:** Choosing an assign date can serve as a reminder for students to start working on an assignment.

6. Choose a Due Date.
7. Check the Due Date checkbox.
8. Click Save.

**DISCUSSION FORUMS**

A discussion forum is an online bulletin board where students and instructors can leave messages, read and respond to messages left by others. A discussion forum allows students to explore and express their ideas related to an instructional topic.

**Benefits of Using ANGEL**

- Build class community
- Allow for in-depth reflection
- Develop thinking and writing skills
- Increase student class participation
- Continue or finish class discussions
- Provide a place to discuss information that you didn’t have time to discuss in class
- Allow the class to have more than one discussion at a time
- Replace email as the primary method of asking and answering questions
**Best Practices for Discussion Forums**

- Align discussion topics with course content and course objectives
- Ask questions that encourage critical thinking
- Ask students to submit ideas for topics
- Provide students with specific guidelines regarding communication requirements
- Provide students with samples of discussion forum posts that meet your specific criteria
- Use the discussions as icebreakers at the start of the course
- Guide the discussions to keep them on track
- Grade discussion forums like in-class discussions or presentations
- Use a rubric
- Provide students with a schedule of discussion board deadlines

ANGEL’s discussion forum features are designed to better facilitate teaching and learning, as well as reduce the amount of time required of instructors to manage discussions. Some of these features include:

- Flexibility: There are several ways to set up a discussion forum.
- Threaded, Nested, At a Glance, and Search View Modes: Discussions can be configured to meet a wide range of use cases, including housing all course-related discussions within a single discussion forum.
- Usability: View and navigation filters allow users to quickly view and navigate between messages.
- Management Ease: Inline grading (including quick replies), batch grading, and Search Mode make it easy to efficiently find and act on messages. At-a-Glance gives the instructor immediate perspective on the activity within a discussion.
- Grading Power: Scoring rubrics allow instructors to create a score for a user based on his or her discussion participation and/or the scores achieved on individual posts.

**Before, During and After the Semester**

Before the semester begins, some areas to consider include:

- How will you use the discussion forum to enhance the course objectives?
- How will you formulate the questions for the discussion forum based on what you think is most important for the students know and understand about the topic?
- How will you assess student participation?
- Will you use a rubric?
- What are your rules and expectations concerning discussion board communication?
- How will you communicate these rules and expectations?
- How often will you read and respond to discussion forum posts?

Some things to consider when creating rules for discussion board communication:

- Length of the message: Specify a minimum and maximum length.
- Level of formality: Provide guidance for readability and punctuation.
- Criteria for an acceptable response: Post an example and include your grading criteria.
- Naming conventions: Provide directions and examples for topic and subject lines to keep discussions organized. Topic and subject lines should be very specific and capture the main idea of the post.
During the semester:

- Keep student discussions on track by monitoring, commenting on, and replying to correspondence in discussion forums.
- Guide the discussion back to the original topic if the topic gets off track.
- Ask probing questions that encourage a deeper level of thinking; students will be more likely to participate if the instructor is actively participating as well.
- Try not to dominate the discussions; let students know ahead of time how often you will read and respond to discussion forum posts.

After the semester:

- If you subscribed to discussion forum posts to receive the posts via course mail, archive the course mail messages by placing them in a folder.
- If you archive the course, the discussion forum posts are also archived.

**NOTE:** Refer to the Knowledge Base article “Export a Course in ANGEL Format,” located at [http://kb.its.psu.edu/cms/article/212](http://kb.its.psu.edu/cms/article/212)

**Discussion Forum Examples**

There are several ways that a discussion forum can be incorporated into a course:

- Ask the students to post their reflections on a class reading.
- Hold a discussion about a class activity or assignment.
- If using teams, monitor the teams’ collaborative work.
- Use the forum as a place for students to post questions about the course.

The discussion forum utility includes several pedagogical options that were developed by Penn State and added by ANGEL Learning to the Interaction tab of the discussion forum setting. These options include:

- **Fishbowl Mode:** A small group of students holds a discussion while the rest of the class observes. Instructors and fellow students create an atmosphere in which students in the fishbowl are free to explore an idea from varied and novel perspectives. The instructor can draw upon his/her unique experiences to ask questions that foster the kind of exploration needed for the students to gain new insights about the topic.

- **Hot Seat Mode:** Any participant can ask questions, but only the student(s) in the hot seat can reply. You may assign the topic to the hot seat student(s) in advance, allowing them to research it and formulate a defense. This forum can be used to foster the development of critical thinking skills surrounding a topic. By answering questions that probe deeper and deeper into a subject, students are asked to go beyond the surface issue and explore the meaning behind it. The instructor monitors the questions being posed by other students to make certain they are value-neutral (so no one feels he/she is being attacked on a personal level). The instructor also draws on his/her experiences to guide the student(s) in the hot seat and to develop their critical thinking skills.

- **Debate:** A discussion can be set up as a formal debate, in which teams or individuals are assigned to take a pro or con position on an issue in advance. This could involve the whole class, or be set up as a fishbowl. The instructor could create pro and con post types so that readers could easily determine which side a post supports. Debates can be
especially good for helping students learn how to think about a topic in a novel way. Often times instructors will assign students to teams that must advocate positions that differ from the students’ current understanding of the topic. Moderation skills are needed on the part of the instructor to keep the discussion on topic. Students who are not familiar with the rules of a debate may have to be taught them prior to using this tool.

- **Blog**: Blogs can be created by setting up each individual student as a team on the Manage tab and then creating a discussion forum for each student. Instructors can then allow students to read and reply to other student’s discussion forums or set permission to ready only. Students can develop their own personal understanding of a topic through both their own blog and their classmates’ blogs.

### Creating a Discussion Forum

When a discussion forum is added via the Lessons tab, it also appears in the Discussion Forums component of the Communicate tab by default.

In this exercise, we will add a discussion forum to the course ANGEL Training Sessions.

**EXAMPLE**

1. From the My Profile page, select the course **ANGEL Training Sessions**.
2. Select the **Lessons** tab.
3. Select the **Add Content** link in the toolbar.
4. Select the **Discussion Forum** link.

The New Discussion Forum screen appears.

![New Discussion Forum](image)
5. Click the Content tab, if not already selected.
6. Type Your Initials - Introduce Yourself in the title field.
7. Type Introduce yourself and tell us three things you hope to accomplish by taking this course in the Directions field.

NOTE: The Link Target drop-down menu allows you to select how the discussion forum will open in a browser.
8. Click the Access tab.

![Figure 10: Discussion forum Access tab](image)

9. Select Students Only from the User Tracking drop-down menu.

NOTE: User Tracking is used to track when users view or access a content item.
10. Ensure the Do not allow users to view this item checkbox is unchecked.

NOTE: Checking the Do not allow users to view this item checkbox will hide the discussion forum from course participants. This feature is useful if you want to close the discussion forum.
11. Select Students from the Viewable By drop-down menu.

NOTE: Enter a password in the Password field to restrict access to the discussion forum.

NOTE: Team Access is set to All Teams by default. If you have created course teams, you can optionally restrict access to a particular team or teams by selecting Selected Teams from the drop-down menu and checking the box next to each desired team.
12. Click the Post Permissions tab.

![Figure 11: Discussion forum Post Permissions tab](image)
13. Ensure the **Read**, **New Post** and **Reply** default checkboxes are checked.

**NOTE**: By default, all teams are granted read, new post, and reply permissions. Clear the default post permissions by deselecting the checkboxes. The team post permissions are:
- **Read**: Indicates that the team members can read all posts.
- **New Posts**: Indicates that the team members can create new posts.
- **Reply**: Indicates that the team members can reply to all posts.

14. Click the **Interaction** tab.

![Interaction tab](image)

Figure 12: Discussion forum Interaction tab

15. Select **Normal Discussion** from the Mode: drop-down menu.

**NOTE**: The following options are available from the Mode: drop-down menu:
- **Normal Discussion**: All students may access and participate fully in the discussion.
- **Private User Journal**: Student posts and instructor replies are only visible to the student and the instructor.
- **Private Team Journal**: Posts by team members and instructor replies are only visible to team members and instructors.
- **Fishbowl Mode**: Select students or teams to participate in discussion while other selected students or teams may only view discussion.
- **Hot Seat Mode**: Students or teams in the hot seat read and reply to topics posted by other students or teams but may not post new topics themselves.
- **Post First**: Users must post a topic before they are allowed to view or reply to other students’ posted topics.

16. Select **Threaded View** from the Discussion Views: drop-down menu.

**NOTE**: In Threaded View, message subject lines are presented in hierarchical view. Clicking on the message subject lines presents the messages one at a time. In Nested View, message subject lines and full body text are also presented in a hierarchical view, but all message bodies are downloaded when the discussion is launched.

17. Check the **Allow users to switch between views** checkbox.
18. Enter the number 5 in the Maximum Instructor Rating Score.

**NOTE**: Setting a maximum allows the system to calculate and display points earned versus points possible during the grading process.

19. Uncheck the **Allow Attachments**: checkbox.

20. Select **Disable anonymous posts** from the Anonymous Posts: drop-down menu.

21. Select **Student** from the New Topic Posts: drop-down menu.

**NOTE**: The New Topic Posts controls who can create a new top-level topic within a discussion.

22. Check the **Allow students to edit their existing posts** checkbox.

23. Check the **Display user profiles** checkbox.

24. Check the **Enable peer rating** checkbox.

**NOTE**: Peer rating allows students to rate the value of other student’s posts on a 5 point scale.

25. In the Show/Hide Fields: section, check the **Flag, Posted, Replies, Author**, and **Score** checkboxes.

**NOTE**: The Action Editor under the Actions tab provides an advanced tool that allows you to define actions to be taken when certain events or conditions occur. For example, an action could be defined that allows a student to gain access to previously locked material (action) after the submission of an assessment (event) only if his/her assessment grade is above 80 percent (condition). Actions include redirecting the user to another content item in the course, sending a course mail message to a user, or releasing password protected content to the user.

26. Click the **Assignment** tab.

![Figure 13: Discussion forum Assignment tab](image-url)
27. Choose Manually Marked from the Task Type drop-down menu.

28. Select next Friday's date from the Due Date section.

**NOTE**: Selecting a due date will add the assignment to the course calendar.

29. Check the Due Date checkbox.

30. In the Gradebook Settings section, ensure None is selected from the Assignments drop-down menu.

**NOTE**: For best results, do not add any assignments to the course Gradebook in the Gradebook Setting section until you have first gone through the Gradebook Setup Wizard to set up your categories and grading scheme.

31. Choose Discussion Forum from the Grading Rubric drop-down menu.

32. Check the Display rubric to students before submission checkbox.

33. Check the Display rubric to students after submission checkbox.

**NOTE**: Selecting the Enable scoring rubrics checkbox in the Scoring Rubrics section will automatically calculate a user's score within a discussion based on quantitative (number of posts, replies, etc.) and qualitative (instructor scores, peer ratings, etc.) measures of student performance. Scores are posted to the Grade Forums tool found in the Utility menu.

34. Click Save.
Navigating Discussion Forums

To read and respond to discussion forum posts, navigate to the discussion forum from either the Lessons tab or the Communicate tab. Discussion forum screen controls are located across the top of the discussion forum view. The navigation items in the bottom left of the forum change based on your location within the forum.

![Figure 14: Discussion forum navigation options](image)

Navigation options on the upper toolbar consist of the following:

- **New Post**: Create a new top-level post in the forum.
- **View Modes**: Switch between the four different discussion views.
- **Navigation Controls**: Move between messages either one reply at a time (>) or one top-level post at a time (>|). Use the drop-down list to choose which type of messages to navigate.
- **Save Navigation Settings**: Saves a default navigation setting.
- **Print**: Prints the exact view of the post list area.
- **Refresh**: Refreshes the message list to include any new messages that have been posted since you opened the discussion.
- **Directions**: Displays the student instructions as entered by the instructor. The instructions may be collapsed or loaded in a new window to save space on the page.
- **Post List Controls**: Manages the posts in the post list by using the [+] (expand) and [-] (collapse) buttons.
- **Post Title**: Sorts posts alphabetically; replies to each post are also sorted at each level of reply.
- **Flag**: Sorts posts by flag value. Each flag color has a value of 0-9.
- **Score**: Sorts posts and replies by instructor score.
- **Author**: Sorts posts and replies by author.
- **Date Posted**: Sorts posts and replies by date posted.
- **Rating**: Sorts posts and replies by their average peer rating.

Each message has a consistent set of options, no matter which view you choose. Opening a message displays two main message option areas at the bottom of the area: an instructor only drop-down list and a series of links for all users.
**Instructor Options:** The instructor’s options appear in a drop-down list at the bottom left of every message.

- **Reject:** Rejects the current message, setting its status to “rejected.” This feature is available even in forums where moderation is turned off. Rejected messages can be viewed and their statuses changed via the Search view.
- **Move:** Move a message to another location within the current forum.
- **Make Sticky:** Marks a message as being “sticky.” Sticky posts are sorted first and appear at the top of the forum; “sticky” replies are listed first underneath their respective posts.
- **Lock:** Prevents further replies from being added to the thread from that point forward.
- **Delete:** Deletes the post. This delete command is a “soft delete.” Instructors can view all deleted posts in Search View and can undelete a post.

[Figure 15: Discussion forum options]

**Options for users:**

- **Reply:** If enabled, loads the reply screen so you can reply to the post.
- **Edit:** If enabled, allows users to edit their posts.
- **Print:** Prints the post.
- **Email author:** Loads the mail interface so you can send mail to the post’s author.
- **Delete:** If enabled, allows users to delete their posts. Students cannot delete their messages that have replies associated with them.

In this exercise, we will navigate to the Introduce Yourself discussion forum, create a new post, and then reply to a post.

**EXAMPLE**

1. From within the ANGEL Training Sessions course, click the Lessons tab.
2. Click the Introduce Yourself discussion forum.
3. Click the New Post button.
4. In the Post title: field, type Introduction – Your name.
5. In the post body field, type a post of your choosing.

**NOTE:** Click the plus sign in the Advanced message options section for additional options, such as sending replies to course mail or hiding a post until a certain date has passed.

6. Click Submit.
7. Select a post by clicking on it.
8. Click the Reply link.
9. Compose a reply of your choosing.
10. Click Submit.
Grading Discussion Forums

Discussion forums can be graded within the individual discussion forum, or by using the Gradebook under the Manage tab. If a rubric has been applied to the discussion forum, the rubric is available for all three grading methods. For examples of discussion forum rubrics, visit Penn State’s John A. Dutton e-Education website’s faculty development webpage located at https://www.e-education.psu.edu/facdev/assessment and scroll down to the Specific Examples of Rubrics section.

To assign grades within the discussion forum:

1. From a course, click the Lessons tab.
2. Select the Discussion forum.
3. Choose any new post in the discussion forum by clicking on it.
4. Click the Enter score link.
5. Click the Use Grading Rubric link.

**NOTE:** For more information on creating rubrics, see the ITS Knowledge Base article titled “Create a New Rubric” located at [https://kb.its.psu.edu/cms/article/431](https://kb.its.psu.edu/cms/article/431)

6. Enter a score in the Score field for each criterion, or click the Achievement level.
7. Click Save.
8. Select the Submissions link below the discussion forum name.
9. Click the Grade forum link.
10. Enter a grade in the Gradebook Grade field for each student.
11. Enter comments in the Comments field for each student.
12. Click Submit grades.

**NOTE:** After grading a discussion forum, you can turn off the discussion forum through the discussion forum Access settings.

ANNOUNCEMENTS

The Announcements tool allows instructors to create course announcements that are displayed on both the Resources tab and the students’ My Profile pages. Please note that students can choose not to display the My Announcement component of their My Profile pages. If using the Announcements tool, it is recommended to direct students to leave the My Announcement component viewable.

Benefits of Using ANGEL

- Remind students of important due dates.
- Clarify student questions and communicating answers to the entire class.
- Address class issues or concerns.
Before, During and After the Semester

Before the semester begins:
- Think about what types of announcements you typically send during the semester.
- Use announcements to create reminders for assignments through the Announcements feature with a timed release.

During the semester:
- Use this tool to communicate general announcements to students.
- If there are changes to assignment due dates, adjust the Announcements that have been setup with timed releases.

At the end of the semester:
- Think about what worked well and what did not work well in your use of the announcements tool.
- Plan to implement any changes in the following semester.

Adding an Announcement

1. From within a course, click the Communicate tab.
2. Select the Announcements link from within the Course News and Events component.
3. Select the Add Announcement link.

The Add Announcement dialog box is displayed.

4. Type the announcement in the Announcement field.
5. Choose a start date and time from the Start Date and time drop-down menus.
6. Choose an end date and time from the End Date and time drop-down menus.

NOTE: Selecting a date/time in the future will cause the announcement to appear on the Resources tab and on the students’ My Profile pages on that date and time.
7. Choose a sequence from the Sequence drop-down menu, if applicable.

**NOTE:** The Sequence setting can be used to explicitly specify the display order when items with the same start date are displayed simultaneously.

8. Select a user from the User drop-down menu.

**NOTE:** This setting specifies the User or Team to which the item applies. The setting Everyone indicates the item applies to all users within the course, group, or area.

**LIVE OFFICE HOURS**

Use ANGEL’s Live Office Hours to hold virtual meetings with your students. Live Office Hours is a component on the course Communicate tab that provides a text only chat area for instructors to interact with students. This component works as a live chat room that also includes scheduling capabilities and a queue manager to control student access. Students stay in a virtual waiting room until their appointment time, with option to sound an alert and/or bring the Live Office Hours screen to the forefront of their desktop to notify them that their instructor is ready.

**Benefits of Using ANGEL**

- Increase student / instructor interaction
- Provide students with individualized personal attention
- Meet 1-1 with your students from any location
- Eliminate travel time and travel costs

**Before, During and After the Semester**

**Before the semester begins:**
- Think about how you want to use Live Office Hours. Even though this is a text only chat area, Live Office Hours can serve as a meeting point that then can be moved to another mutually agreed upon media, such as Skype.
- Think about how often you want to conduct live office hours. Live office hours can be scheduled either weekly or monthly through the semester.
- Communicate the schedule for live office hours to your students either through the syllabus or in some other fashion. Live office hours will appear on the course calendar.
- Set up your live office hours in ANGEL before the semester begins.

**During the semester:**
- Conduct live office hours as scheduled.
- Review logs of past live office hours chat before meeting with a student.
- Use the edit button in the Live Office Hours component title bar to make any necessary changes to the schedule.
- Communicate any schedule changes to your students through course mail, announcements and/or the syllabus.

**After the semester is over:**
- Archive the course to archive the logs of live office hours chats.
- Refer to the Knowledge Base article, “Export a Course in ANGEL,” located at [http://kb.its.psu.edu/cms/article/212](http://kb.its.psu.edu/cms/article/212)
Adding Live Office Hours

To add Live Office Hours:

1. Within the course, select the Communicate tab.

2. Click the edit button in the Live Office Hours component title bar.

![Live Office Hours edit button](image1.png)

3. Select the date, time, and interval settings for the live office hours.

![Live Office Hours Settings screen](image2.png)

4. Click the Save button.

NOTE: Creating live office hours for your course also creates entries on the Calendar tab and a link to the live office hours appears on the Communicate tab under the Live Office Hours subheading.

Holding Live Office Hours

For instructions on holding live office hours, refer to the Knowledge Base article “Hold Live Office Hours,” located at [http://kb.its.psu.edu/cms/article/319](http://kb.its.psu.edu/cms/article/319). After you have conducted live office hours, the chat sessions are logged and available to you for review.

To view a log of live office hours:

1. From within a course, click the Communicate tab.

2. From the Live Office Hours component, select the View Logs link beneath the name of the chat room.

![View Logs link](image3.png)
The View Logs options screen is displayed.

![Office Hours for pri123](image)

3. From the Limit View drop-down menu, select **My Messages Only**, **All Senders**, or a student’s name.

4. Enter a **start date** and **time**, if desired.

5. Enter a **number** in the Records per Page field, if desired

6. Click **Go**.

**NOTE**: To edit live office hours, click the edit button in the Live Office Hours component title bar to change the settings. To delete live office hours, navigate to the course calendar and delete the live office hours event(s). To hide live office hours, click the edit button in the Live Office Hours component title bar and select an end date sometime in the past.
LIVE CHAT

Live chat rooms permit synchronous communication, which means that all participants are present in the chat room at the same time. Unlike discussion forums, chat rooms only appear on the Communicate tab and do not appear on the Lessons tab. While discussion forums are typically used for more complex topics and provide students with more time to reflect and formulate their responses, a live chat is similar to a face-to-face conversation. Live chat is different than live office hours in that live office hours only allow one student in the chat room with the instructor, while live chat allows more than one student in the chat room at one time. Instructors can use live chat during the semester as a way for students to receive a quick response to a question. All chat communication is viewable by everyone in the chat room. If you plan on incorporating scheduled live chat sessions into your course, it is best to include this information in the course syllabus.

Benefits of using ANGEL

- Increasing student / instructor interaction
- Encouraging student participation
- Providing a way for teams to communicate
- Building rapport among class members

Before, During and After the Semester

Before the semester begins:
- Think about how you want to use the Live Chat function to enhance your course.
- Use live chat to hold a debate on an assigned topic, conduct a brainstorming session, or provide a place for teams or small groups to meet.
- Keep chat sessions short and limit them to a small number of participants.
- Create rules for chat etiquette and clearly communicate these rules to students.

During the semester:
- Hold a practice chat session at the beginning of the semester to help students become familiar with the features of live chat.
- Conduct chat sessions as scheduled.
- Communicate any schedule changes to students via announcements, course mail, and / or the course syllabus.

After the end of the semester:
- Archive the course to archive the live chat logs.
- Refer to the Knowledge Base article “Export a Course in ANGEL,” located at http://kb.its.psu.edu/cms/article/212
Adding a Chat Room

Live Chat is a component on the course Communication tab by default. The Live Chat component links you to a chat room for synchronous discussion.

To add a Chat Room:
1. From within a course, click the Communicate tab.
2. Click the Edit button in the Live Chat title bar.
3. Select the Add a Live Chat link.
4. Enter a name for the chat room.
5. Complete the Description field.
6. From the Tracking drop-down menu, select Off or On.

**NOTE:** If tracking is set to On, all posted messages will be saved so that they may be reviewed in the chat logs. This is useful for monitoring team work or addressing any issues or problems.

7. From the Team drop-down menu, specify which team will be able to access the chat room. If the chat room is for the entire class, leave it set to ALL.

**NOTE:** If you wish to create chat rooms for specific teams, you must first create the teams on the Manage tab.

8. From the Viewable By drop-down menu, specify the minimum rights that a user must have in order to access the related room.
NOTE: It is recommended that you set the minimum rights no broader than Students, in order to limit the chat to individuals affiliated with your course.

9. Set start and end dates and times for the chat room to be available.

NOTE: You must select the checkbox to the left of each date/time you set, or your setting will not be saved.

10. Click the Save button.

11. Click the Exit Live Chat Editor button to return to the Communicate menu.

NOTE: Links to chat rooms appear on the Communicate tab under the Live Chat subheading. To view a log of a chat for which you have set Tracking to On, select the View Logs link beneath the name of the chat room.

Sending a Chat Message

To send a Chat message:

1. From within a course, select the Communicate tab.

2. Beneath the Live Chat subheading, select the link to the chat room you would like to visit. The chat room will open in a new window.

3. Type your message in the text box at the bottom of the chat window.

4. Click the Send button or press the Enter/Return key on the keyboard to submit your message.

Figure 25: Chat window
**Chat Options**

On the Chat Options screen, you can select a font color and specify the message scroll speed.

To select chat options:

1. Select the **chat room name** from the Communicate tab.
2. Select the **Options link** in the upper right.

![Chat Options link](image1)

3. By default, the font color for messages is black. To select a different color, click the **square** next to Font Color.

![Chat Options dialog box](image2)

4. On the pop-up Color Menu, click the **desired color**.

![Chat Font Color Menu](image3)

5. By default, the Message scroll speed is set to 9. By clicking the **minus (-)** or **plus (+)** button, you can decrease or increase the scroll speed.

![Chat Message scroll speed](image4)
USING SURVEYS

During the semester, surveys provide an opportunity to assess the progress of a class, assess student attitudes about a relevant issue, or assess what the students know about a particular topic. Similar to a quiz, a survey can contain different question types. A survey can be included as a graded assignment in the course; however, the instructor must manually enter an overall survey grade in the Gradebook since there is no right or wrong answers in a survey. Surveys are added under the Lessons tab.

Benefits of Using ANGEL

- Get student input on assignments
- Permit students to vote on an assignment or topic
- Get an overall assessment of how the class is doing
- Do a mid-semester evaluation
- Do your own end of course evaluation

Creating a Survey

Surveys are built by completing a series of tabs, which contain fields where information about the survey is stored. To add a survey to the course Lessons tab:

1. Within the course, select the Lessons tab.
2. Select the Add Content link on the toolbar.
3. Select the Survey link.

The New Survey editor appears.

![New Survey editor](image)

Figure 30: New Survey editor

4. Click the Content tab.
5. Enter a **title, subtitle, description** and an optional URL.

6. Click the **Access** tab.

7. Specify **settings** for accessing, tracking, and viewing the survey. This tab allows an instructor the ability to set tracking on surveys in order to collect information about visits to the item, define who can view and edit the survey, and set the start and end dates for the survey.

8. Click the **Interaction** tab.

9. Specify **settings** for the display and delivery of the survey, the number of attempts allowed, the validation of survey items to check for incomplete survey questions, and the time limit for the survey.

10. Click the **Review** tab.

11. Select **what survey items display for review** by the user when the survey is submitted. By default, full review is selected.

12. Click the **Actions** tab.

**NOTE:** The Actions tab provides an advanced tool that allows you to define actions to be taken when certain events or conditions occur.

13. Click the **Assignment** tab.

14. Create **milestones** and specify **Gradebook settings** for the content item that is being created.

15. Click the **Save** button.

**Adding Questions to a Survey**

ANGEL surveys support the creation of several different question types. Unlike assessment questions, survey questions do not have right or wrong answers, and points are not awarded for specific answers. The following list provides a description of the available question types:

- **Multiple Choice:** A question followed by a list of choices; only one choice may be selected.
- **Multiple Select:** A question followed by a list of choices; multiple selections are allowed.
- **Short Answer:** A question followed by a single-line answer box.
- **Essay:** A question followed by a multiple-line answer area.
- **Likert Scale:** A question followed by a scale of choices; may include a grid of sub-questions.

To add a question to a survey:

1. Select the **Add Question** link.

2. Select the type of **question** from the Add Question window.

3. Complete the appropriate **fields**.

4. Click **Save**.

Technology Training Resources

Through ITS Training Services

Find face-to-face and online training workshops through Penn State ITS Training Services at
http://lrn.psu.edu

Request Training On Demand (sessions upon request for groups of five or more) at
http://ittraining.psu.edu/workshops/

Explore thousands of free video tutorials that are available for self-paced learning at
http://lynda.psu.edu/

Take free Microsoft eLearning courses or find out more about free certification vouchers at
http://msitacademy.psu.edu/

Discover training news, fun tips, and session reminders via social media on
@psuITTraining (Twitter)
http://www.facebook.com/psuitstraining/ (Facebook)

Join one of our news lists to receive monthly email notification of all upcoming technology training
opportunities, by sending a blank email to
L-TRAINING-NEWS-SUBSCRIBE-REQUEST@LISTS.PSU.EDU (Training News List)
L-FACULTY-TECHTRAINING-SUBSCRIBE-REQUEST@LISTS.PSU.EDU (Faculty Training List)
L-CAMPUS-TECHTRAINING-SUBSCRIBE-REQUEST@LISTS.PSU.EDU (Campus Training List)

Additional Technology Resources

Contact the IT Service Desk with general technology-related questions by emailing
ITServiceDesk@psu.edu or call 814-865-4357 (HELP)

Search for technology-related information in the IT Knowledge Base at
http://kb.its.psu.edu/

Purchase discounted software or software licenses through Penn State at
http://software.psu.edu/

Access free online books about popular technology topics through the Penn State Libraries at
http://proquest.safaribooksonline.com/

ITS Training Services at Penn State

23 Willard Building • University Park, PA • 16802 • Phone: 814-863-9522
Fax: 814-865-3556 • itstraining@psu.edu • http://ittraining.psu.edu