



ConexED CRANIUM CAFE

FOR FACULTY/STAFF USE

Rancho Santiago Community College District, Santa Ana College

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Introduction

Cranium Café is a virtual communication system that features a live chat, virtual lobbies for queuing students, and a virtual meeting space called a Virtual Café.

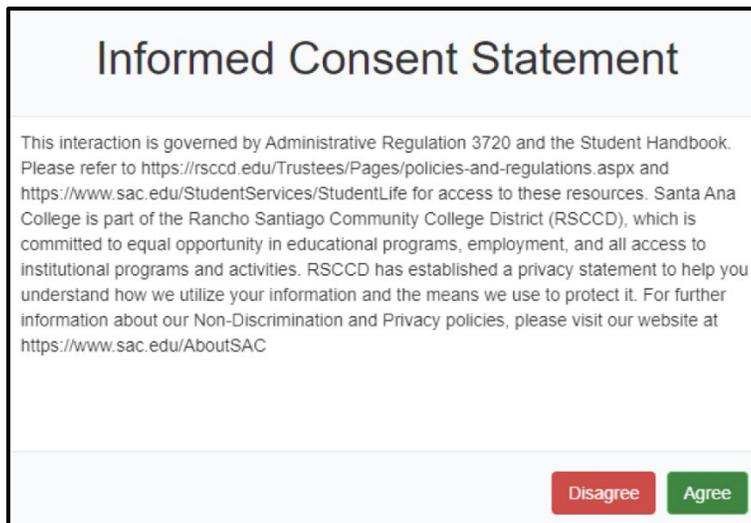
Students access the system by selecting the virtual business cards that are embedded in the sac.edu department webpages or they use the unique URL links that redirects a student to a staff member's card.

Chrome is the recommended web browser to access the platform (Do not use Microsoft Edge or Internet Explorer).

Log In

Follow these steps to login to Cranium Café:

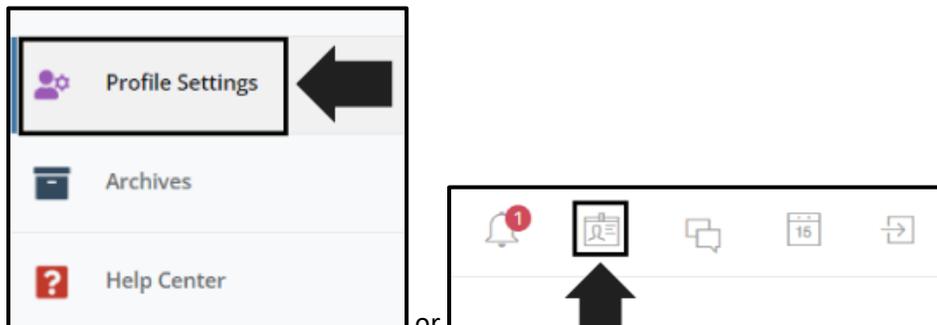
- Navigate to <http://sac.craniumcafe.com>.
- Read the Informed Consent Statement and select “Agree” to enter view the login page.
- Select the SAC icon to login. Use your Single Sign-On User ID and Password (Your campus email address and password).



Update Profile

Follow these steps to update your profile:

1. Select “Profile Settings” from the left navigation menu or the Contact Card on the top right-hand corner of the page.
2. Update profile and click “Save” when done.

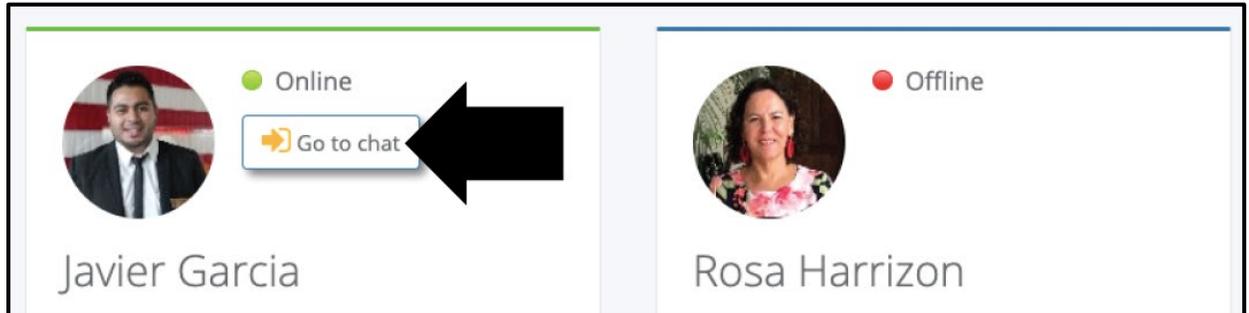


Chat

Review the steps below to learn about the chat tool in Cranium Café.

Student initiates a chat:

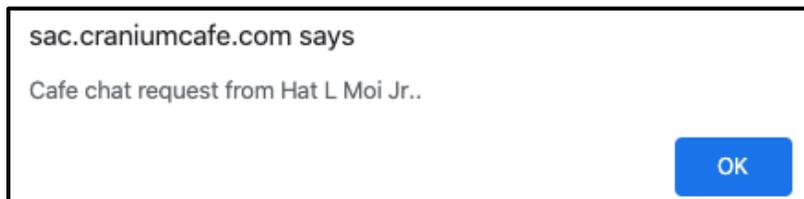
- The student will select “Go to chat”, “Knock on door” or “Ask a question” button below the status indicator on a card.



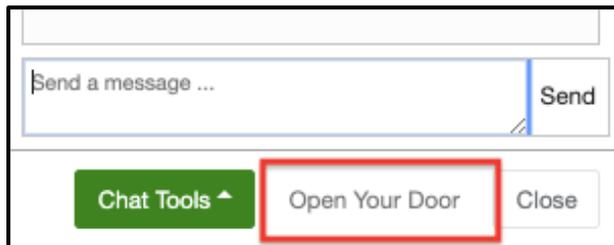
- If staff is offline, the chat button will not show.

Staff View:

1. Staff will receive a notification when a chat is being requested.



2. Staff can select the “Open Your Door” button to accept a student into their Café.

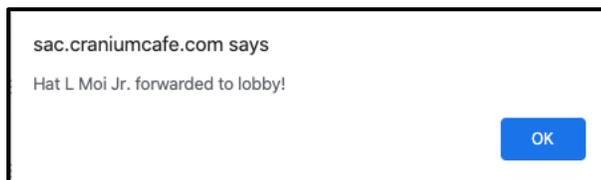


3. To send a student to your Lobby (a virtual waiting area in Cranium Café) open the “Chat Tools” menu and select “Send to Lobby”.

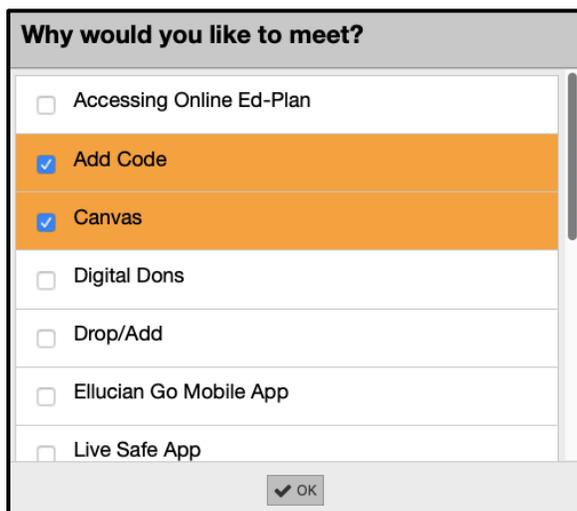


- a. Chat Tools menu options:
 - i. **View student details:** View student’s card, alerts and appointment history.
 - ii. **Save chat to a new meeting:** Choose this option after meeting concluded to save meeting information and add notes. Once this option is selected, the meeting will be recorded as done.
 - iii. **Send to another moderator [DO NOT USE THIS]:**
It causes students to get dropped. Refer students to the webpage or URL that has the card of the person that they need to speak to.
 - iv. **Send to group lobby:** A pop up window will appear with a list of departments. Select which department virtual waiting area the student will be sent to.
 - v. **Send to lobby:** Send student to a virtual waiting area.

5. Notification message will pop-up when student is sent to lobby.



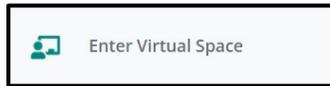
6. Student will be asked to select a reason(s) as what kind of help they need if reason code is set. Only department directors or group managers have access to setup reason code.



My Lobby

Follow these steps to learn how to use your Lobby.

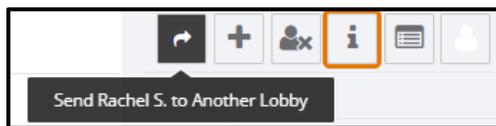
1. Select “Virtual Lobby” from the left navigation menu on the left.
It will redirect you to a page with your Lobby and a list of any other Lobbies you are assisting with.



2. Unlock a Lobby by selecting it from the list and selecting the lock icon.



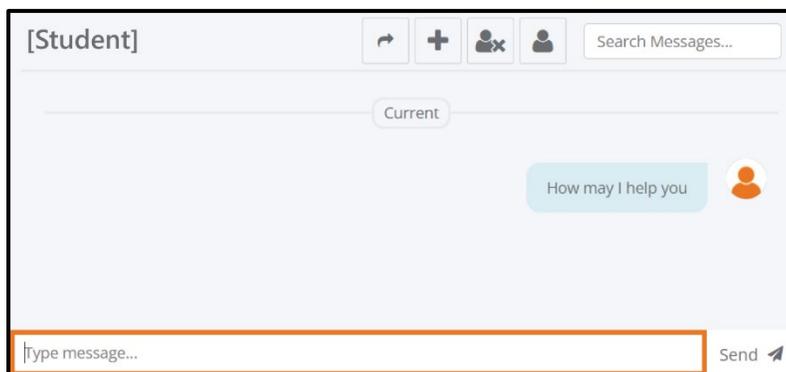
3. To move a student from a department Lobby to your Lobby select the student’s name from the list and select the arrow icon, “Send [student] to Another Lobby” at the top of the window. This will open a list of available Lobbies and select “My Lobby”.



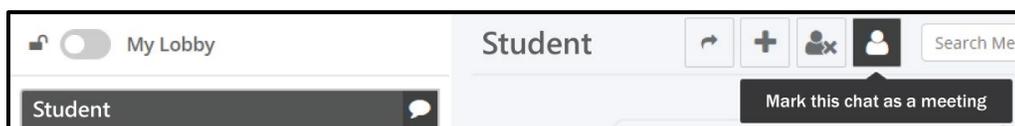
4. To begin a **private chat** with the student, select the student’s name or the message icon.



5. Proceed with the chat from the message field at the bottom of the screen.



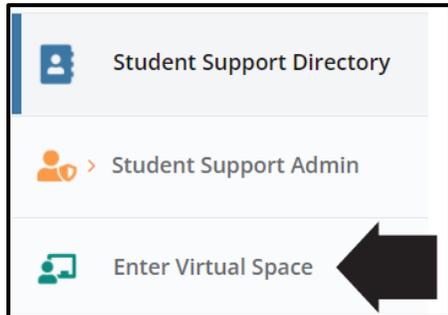
6. If the student did not exit the lobby, but you both have concluded the meeting, select the student’s name and the profile icon at the top of the lobby, “Mark this chat as a meeting”, to exit the student from the Lobby.



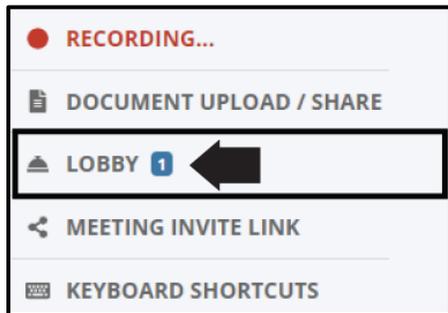
Getting to Your Virtual Café and Café Lobby

Follow the steps below to open and familiarize yourself with your Virtual Café and its Lobby:

1. Select “Enter Virtual Space” from the left navigation menu

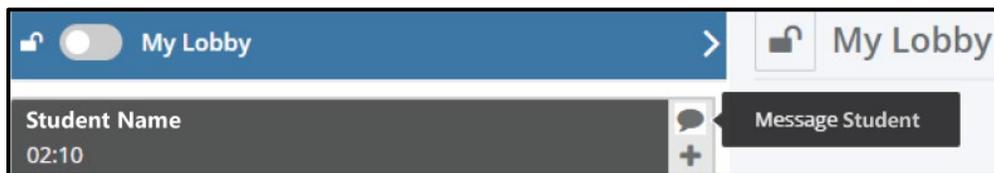


2. Select “Enter your Café” in the pop-up window and “Join Now” in the following screen.
3. Select “Lobby” from the menu on the right hand side of the screen to see who is waiting in your queue.

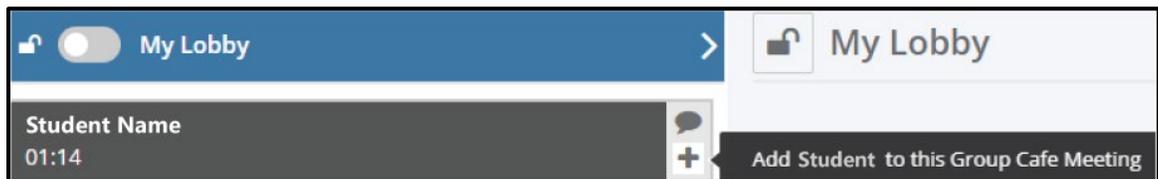


- a. This Lobby connects with all your lobbies and you can pull in students to the Café one by one.
- b. Hover over the number in the blue dot to view how many students are pending and to view their wait times.
- c. Chat in the lobby is not generally private unless you follow the steps below.

4. To have a **private chat** with a student in the lobby, select the message icon or select their name.

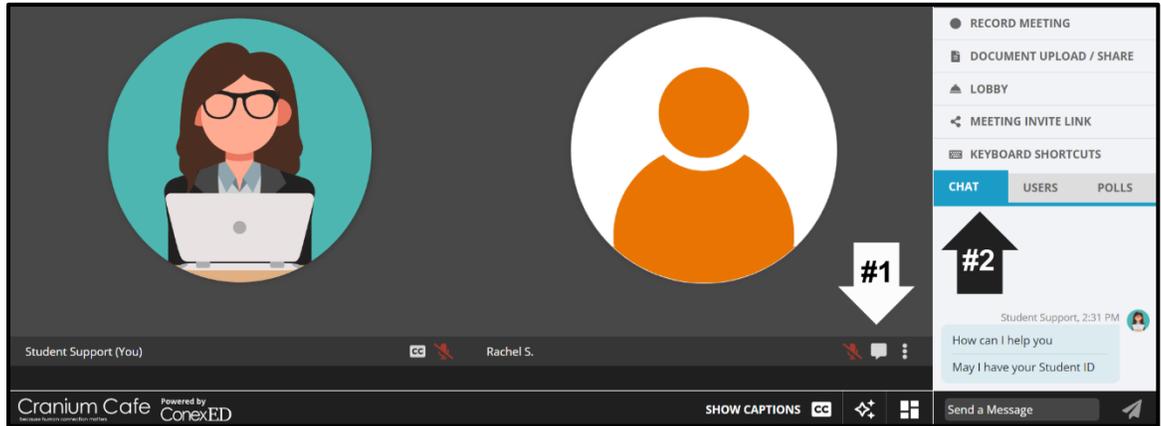


5. To **send a student to your “Virtual Café”**, select the plus (+) button. It can be a one-on-one or multiple user meeting.

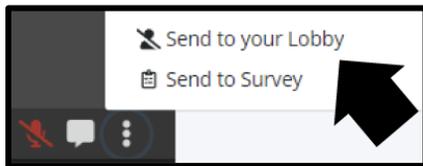


6. Close the lobby window once you send a student move a student and you’ll return to the Café meeting room.

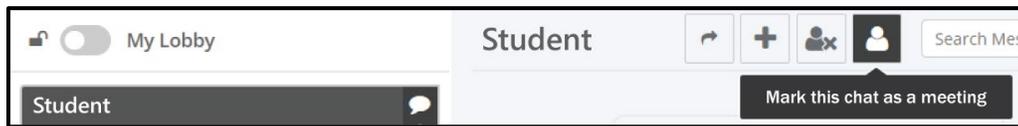
- To chat from the Virtual Café, it is recommended you select the message icon from the menu under the student's profile picture (#1) or use the chat on the right hands side (#2).



- If the student does not exit at the conclusion of the meeting, open the menu next to the message icon and select "Send to Your Lobby".

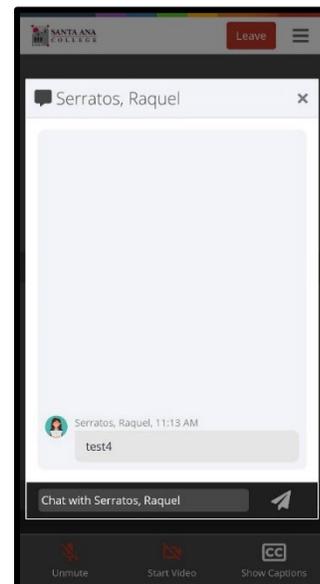


- From the Lobby, select the student's name and select the button "Mark this chat as a meeting" from the top right hand corner to exit the student from your Lobby.



Note: The button to the left of the one mentioned above  will lock out the student from Cranium Café for a period of time or until Admin unlocks them.

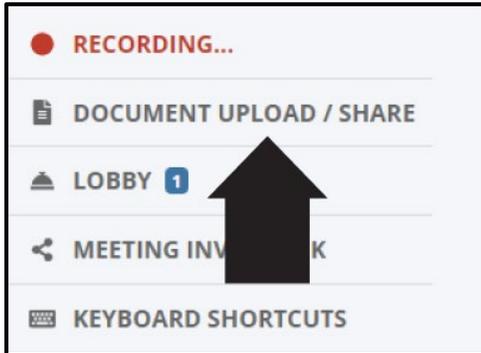
Student view of the Lobby and Virtual Café chat



Document Upload/Share

Follow the steps below to learn about Document Upload/Share:

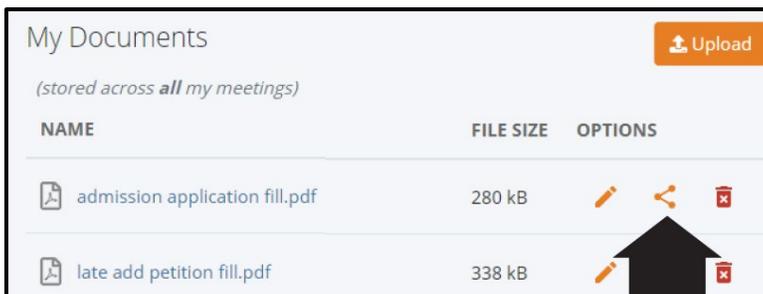
1. Select “Document Upload/Share” from the menu on the right-hand side.



2. Select one of the orange “Upload” buttons.
 - a. Meeting Documents will only store the uploaded document for that meeting.
 - b. My Documents will store the uploaded document for all your meetings.
3. Follow the instructions in the pop up window to search and choose the correct file.
4. Once it’s uploaded, **select the pencil icon** to open this document in Whiteboard with the student.



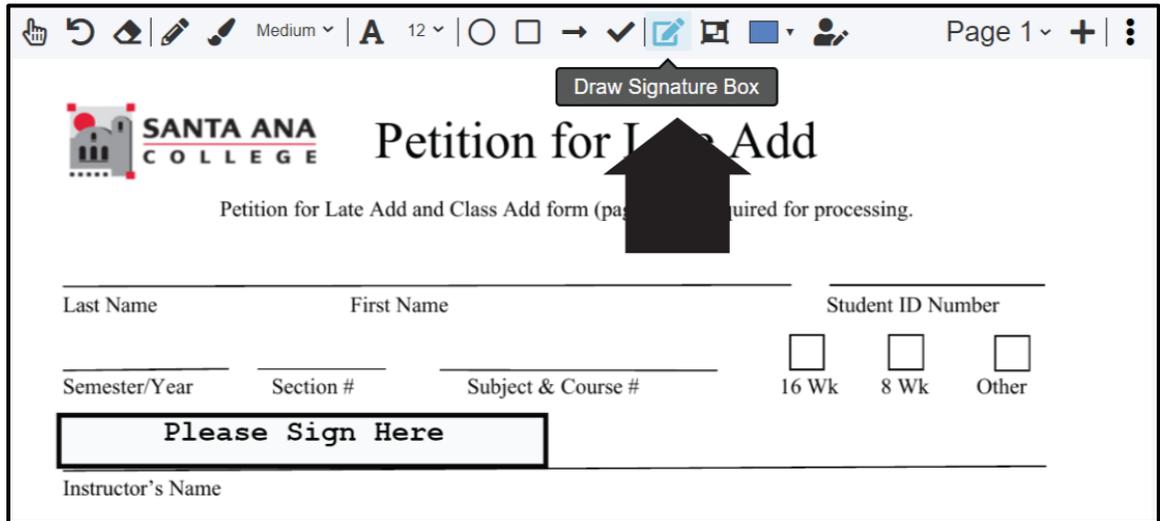
Select “Share” to receive a link to the document that can be shared to students.



Edit and Sign Form

If a file is a form that requires signature and is acceptable as a scanned document, follow these steps:

1. Upload file and select the pen icon.
2. Enter a file name for the document and select Open.
3. Use the tools to zoom in and complete the form.
4. Click on the “Draw Signature Box” icon from the document tools above the document.



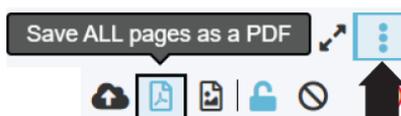
The screenshot shows a PDF editor toolbar at the top with various icons for editing, including a pen icon. Below the toolbar, the document content is visible. It features the Santa Ana College logo and the title "Petition for Late Add". Below the title, there is a subtitle: "Petition for Late Add and Class Add form (page required for processing)". The form contains several input fields: "Last Name", "First Name", "Student ID Number", "Semester/Year", "Section #", "Subject & Course #", and "Instructor's Name". There are also three checkboxes labeled "16 Wk", "8 Wk", and "Other". A prominent box with the text "Please Sign Here" is overlaid on the "Instructor's Name" field. Above this box, a black arrow points to a "Draw Signature Box" icon in the toolbar.

5. Using the cursor, draw an area for signature on the form.
6. Assign the student to the signature box and ask the student to sign the form.



The screenshot shows a dialog box titled "Select a User". Inside the dialog, there is a dropdown menu with the text "Select a user to assign this signature field to" and "Hang Le" selected. At the bottom of the dialog, there are two buttons: "Assign User" and "Cancel".

Once the form is signed, open the dot menu at the end of the document tools and select the PDF icon, “Save All Pages as a PDF”. The file will download to your computer.

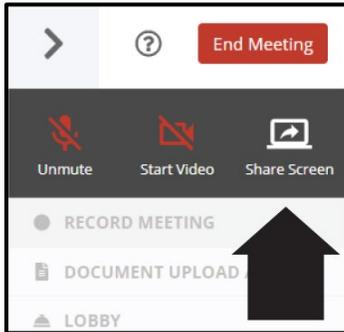


****Important Note: You will not find edited or signed form in Document library because Document Library stores original file only.*

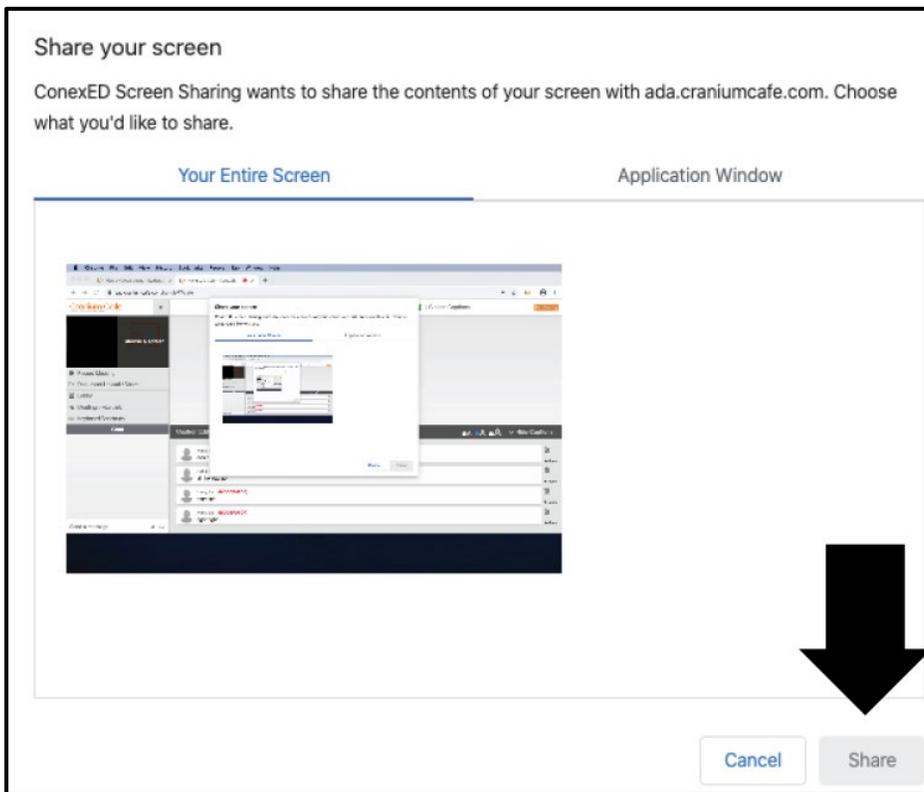
Screen Sharing

Follow the steps below to share your screen:

1. Select “Share Screen” in your Café meeting.



2. In the new window, select a screen to share and select the “Share” button.



*****Important Note:** It is recommended to share an Application Window. Be cautious of sharing your “Entire Screen” to a student.

Meeting Settings

Learn more about Meeting Settings with the steps below.

1. From your Café meeting select “Meetings Settings” (at the top of the window).



2. Select “Clear Public Chat History” or “Clear My Chat History”



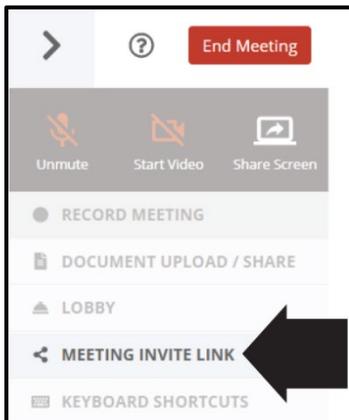
3. Select the “Close” button.

***Important Note: It is recommended to clear chat history after each meeting.)

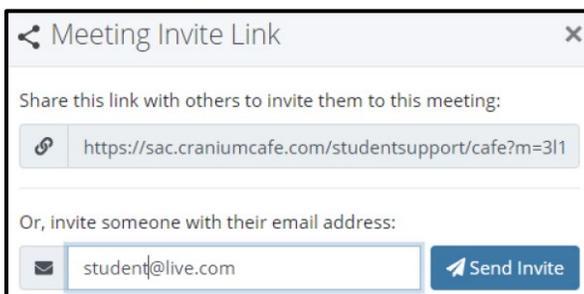
Meeting Invitation

To invite a student or colleague to your Café meeting follow the steps below:

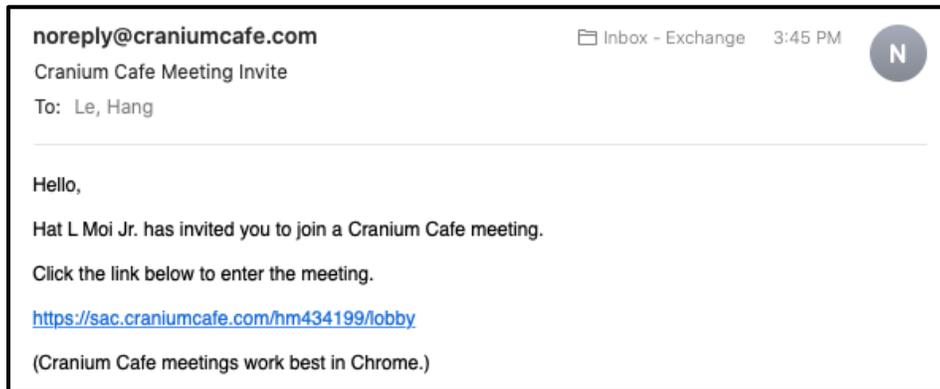
1. Select “Meeting Invite Link”.



2. Enter an email address and click “Send Invite”.



3. Guest will receive an email with a link to the meeting. Guest will select the link to be redirected to the log-in page and will join the meeting after entering their login credentials.



****Important Note: If guest comes to the meeting after you go offline, he/she will see a message that the host is offline.*



Best Practices

Please keep these best practices in mind when interacting with students:

1. Ask students to use Chrome or Firefox browsers.
2. Early in your interaction with the student, inform the student to refresh their browser if they stop receiving a response at any point.
3. Avoid use of the “send to other moderator” option, since it may cause the student to refresh their browser. Instead, provide the link to the virtual business card or the link to the department webpage with the virtual business card of the person they need to contact.
4. Ensure you are using private chat when communicating with students and clear your Café and lobby chat histories often.

Additional Support

ConexED, the vendor behind Cranium Café, provides several resources to support you:

4. Help center: <https://support.conexed.com/>
5. Video library: <https://www.youtube.com/user/CraniumCafe/videos>
6. Pre-meeting check: <https://my.craniumcafe.com/pre-meeting-check>