CHAT

Personal or general chats can be set up to create synchronous communication sessions with students.

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Types of chats

There are two types of chats:

- **Personal chats** - Personal chats are private and visible only to users who you have added to the chat’s participants list.

- **General (course) chats** - General chats are public chats visible to everyone enrolled in the course shell where the chats are created. Instructors can create general chat rooms to incorporate chat discussions into the teaching of a course since they are automatically open to all users enrolled in the course.

Create a general chat

All users in the course shell have access to the general chat. You can create multiple chats for the same course, such as "Midterm Review" and "Final Review." It is a good idea to enter a description to help other users identify the chat, since they might have access to other chats with similar names.

1. On the navbar, click **Chat** from the **Tools** drop down menu.

2. On the **Chat List** page, click **New Chat**.

3. Enter a title and click **General Chat**.
4. Enter a description of the chat and click Create.

![Description](image)

**Create a personal chat**

You can create personal chats to talk with peers or others at your organization. You can create personal chats from any course, and you can access them within any course.

Personal chat rooms can only be accessed by users who have been added to the personal chat’s Participant List. When users are added, the chat room displays under Personal Chats in their list of chats.

1. On the navbar, click Chat from the Tools drop down menu.

![Chat](image)


![Chat List](image)

3. Enter a title and click Personal Chat.
4. Enter a description of the chat. *Note: Giving your chat a unique, descriptive name and providing a description for it using the Description field helps users distinguish the chat from other chats they are enrolled in.* Click **Create**.

![Description field](image)

**Add or remove users from a chat**

1. On the navbar, click **Chat** from the **Tools** drop down menu.

![Chat menu](image)

2. On the **Chat List** page, from the drop down menu of the personal chat you want to modify, click **View Members**.

![View Members option](image)

3. To add a member to the chat, click **Add Members**. Select the check box beside the name of users you want to add. Click **Add > Done**.

![Add Members button](image)
4. To add users from different course offerings click Add Members and Select Different Course. Click the appropriate course title and select members to add.

Add Members
Course Offering
Personal Sandbox - [Select Different Course]

5. To delete a member of the chat, on the Chat Members page, select the check box beside the users you want to remove. Click Delete > Done.

Manage chat history
The chat’s archive stores each chat session, where you can view it at a later time. The system archives a chat session once all chat members leave the room, or after more than 20 minutes of inactivity. Chats appear in the Chat Sessions list.

1. On the navbar, click Chat from the Tools drop down menu.
2. On the Chat List page, from the drop down menu beside the chat you want to view, click View Sessions.

![Chat List](image)

3. In the Start Date column, click the link.

![Start Date](image)

4. When you are done reviewing the session information, click Done.

![Chat Text](image)