

LACC Cranium Cafe User Training

Chat Option Only for Student Services

Produced: Eric Romero, LACC

Last Updates: 3/21/2020



Cranium Cafe™
Because Human Connection **Matters™**

How to Prepare for a Cranium Cafe Chat

Here are a few considerations when preparing for usage of the interface:

- Access to a computer
- Secure internet connection
- Browser Requirement: Google Chrome or Firefox (highly recommended)
 - Google Chrome is the best browser to use and if you do not already have it, please download it
- Webcam with microphone
 - Prior to your appointment, please test out your webcam and mic but not complete necessary. Not necessary for chat function.

Meeting Technical Requirements

Mac OS and Windows Meeting Requirements:

- The latest version of Chrome or Firefox should be used (Do not use Internet Explorer)
- The web camera should be ready and activated
- Computers should have a built in microphone or have a headset with microphone ready

Android and Windows Device Meeting Requirements:

- Use Chrome
- Have your web camera ready and activated
- Have a headset with microphone ready – your cell phone headset will work great

Operating Systems:

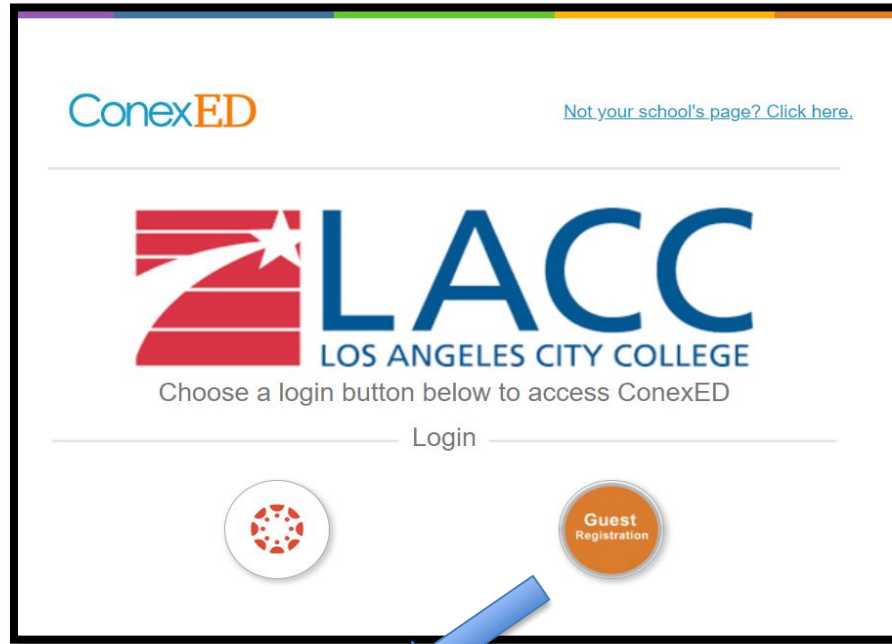
- Windows 7 or higher
- OS 10 or higher (iMac/MacBook 2009 or later)
- Linux/Android Specs: any version of Linux that supports the latest Firefox or Chrome build

Accessibility

Cranium Café offers accessibility features for working with students with disabilities. When a virtual counseling appointment begins in Cranium Café, you will be prompted with the choice of activating your microphone, your video camera, or choose to not share video and/or audio. If you use assistive technology, then it will be focused on the digital chat tool from Cranium Café, which will enable you to communicate with a wide variety of assistive technologies. Likewise, if you are unable to hear the counselor's audio or unable to see the counselor's video, your assistive technology will be able to present the digital chat information to you (the student).

Signing into Cranium Cafe (2 options)

1. Sign in to Cranium Cafe by going to "<https://lacc.craniumcafe.com/login>" and click on the CANVAS icon. Use your SIS credentials. To create an account if you have issues with your SIS credentials, click on the "Guest Registration" icon and use your @lacitycollege.edu, @laccd.edu, or @student.laccd.edu email to register (shown below).



Guest Login

Username or Email

Password

Stay signed in

[Forgot password?](#)

No account,

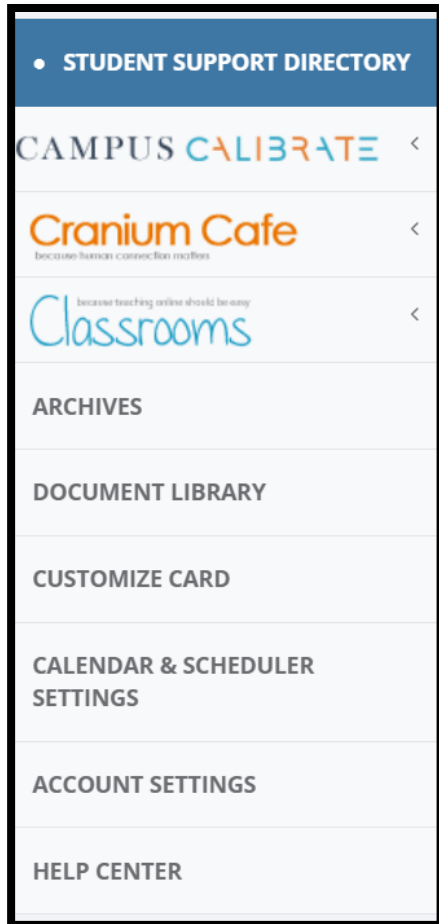
By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

create an account!

By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

- Go into your SIS Portal through the www.lacitycollege.edu website, change your viewing option to “Employee Homepage,” and look for the button “Online Counseling & Live Chat.” Locate your school and this will direct you to the log in page for Cranium Café.





Left-Side Panel Usage

Once you are logged in to Cranium Café, you are taken directly to the landing page where you and students can look for and access resources (for example, you can locate members within Counseling, Financial Aid, FYE, etc.).

Student Support Directory - Location of where students and staff can find personnel to receive support

Campus Calibrate - A tool where you can schedule appointments for the group(s) you are part of

Cranium Café - Used to meet mainly 1-on-1 with students or hold small meetings; this is like your virtual “office”

Cranium Classrooms - Used to meet with multiple students at once; this is like your virtual “classroom”

Archives - View previous meetings, view transcripts of conversations, and access recordings if you recorded

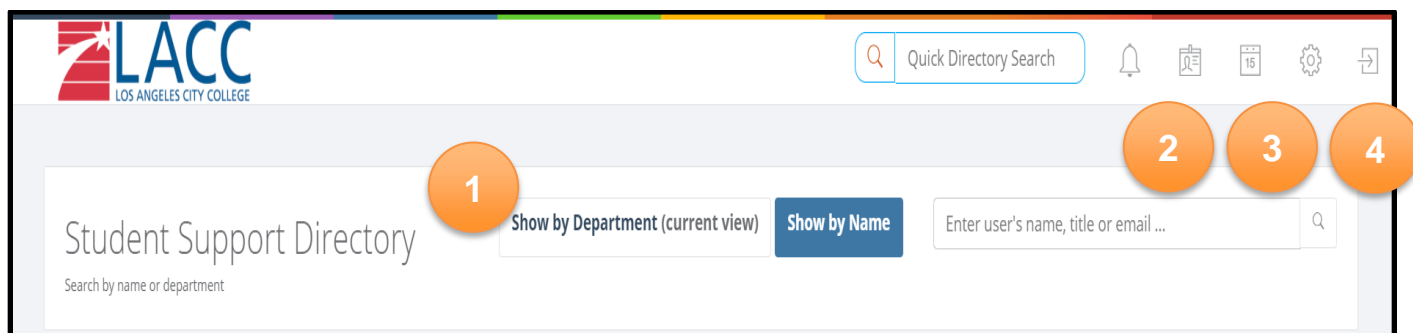
Document Library - Upload and download important documents used during meetings/workshops

Customize Card - Personalize your Cranium Cafe Card

Calendar & Scheduler Settings - Create and organize work schedule, office hours, and meetings

Account Settings - Change password or if you received a student role, request upgrade to faculty/staff role

Help Center - Find many useful videos on how to use tools



Sample Homepage View (will look differently due to role)

1. Search for resources by directory (default) or by name
2. Go to your Cranium Café Card
3. Go to your calendar schedule for the day/week/month
4. Log Out of your account









Student Services Directory

Academic Counseling

Academic Counseling

The counseling faculty at LACC advises students with respect to course selection pertaining to their educational goals (e.g., certificate program, associate degree, transfer to a university). Counselors provide career/major exploration for students from diverse backgrounds. Our trained staff supports students in their academic, career, and personal endeavors. We encourage students to become vested members in the academic community and utilize the vast resources at Los Angeles City College.

Contact us today at 323-953-4000 ext. 2250 | Student Services Building Floor 2 | counseling.lacitycollege.edu

 <p>Offline</p> <p>Alicia Gutierrez Counselor Career/General Counseling Office: 855 N. Vermont Ave SSB 2nd Flo...</p> <p>SEND OFFLINE MESSAGE SCHEDULE MEETING</p>	 <p>Offline</p> <p>Boris Lopez Academic Counselor General Counseling +13239534000 LOPEZBV@faculty.laccd.edu Office: Student Services Building 2nd Fl...</p> <p>PLEASE SEND EMAILS MONDAYS 9:00 AM TO 5:00</p>	 <p>Away I am away</p> <p>Carolina Yernazian Academic Counselor Office: General Counseling & Dream Re...</p> <p>SEND OFFLINE MESSAGE WORKSHOP REGISTRATION SCHEDULE MEETING</p>	 <p>Offline</p> <p>Cynthia Gomez Academic Counselor N/A: N/A Office: General Counseling & Ralph Bun...</p> <p>OFFLINE SCHEDULE MEETING</p>
 <p>Offline</p>	 <p>Offline</p>	 <p>Offline</p>	 <p>Offline</p>

This is the default section on the homepage for every student and staff member using Cranium Cafe. Departments have access to update their description and provide a format for how students view this section. Currently at LACC, here are the following resources:

1. Academic Counseling
2. Admissions and Records
3. Break it to Make It
4. CalWORKS
5. Career Center
6. First Year Experience
7. EOPS/CARE/NEXTUP
8. Financial Aid
9. Genderversity & Multicultural Center
10. Guardian Scholars
11. International Student Services
12. Health Center
13. OSS
14. Outreach & Recruitment
15. Transfer Center
16. TRIO SSS
17. Upward Bound
18. Veterans Resource Center

Any programmatic changes, modifications, and/or other resources that wish to be added to this directory should contact Eric Romero (romeroea@lacitycollege.edu). This will change per campus since each campus has a different administrator.

Customize Your Cranium Cafe ConexED Card

Name
Eric Romero

Title
Academic Counselor

Email
romeroea@lacitycollege.edu

Allow Offline Messaging?

Telephone
+13239534000


Carrier
Verizon

Send SMS Meeting Reminders?

Office address
Student Services Building Second Floor

Extra field

Field Value
First Year Experience & General Counseling



Include a biography
If you would like to make a counseling appointment, please contact the General Counseling office at 323-953-4000 ex: 2250

Search Meta-tags
Space Delimited
Tags should be separated with spaces

Knock on Door Button Text
Chat Now

Schedule Meeting Button Text
Schedule Meeting

Send Offline Message Button Text
Email Counselor

Show the Workshop Registration button on my ConexED Card

Workshop Registration Button Text
Workshop Registration

Make my email visible to other users on my ConexED Card

Make my phone number visible to other users on my ConexED Card

Set status to away when in a Office meeting

Don't allow users to schedule appointments with me

Descriptions and Suggestions on How to Update

Topic	Suggestion	Example
Name	Full name, first and last	Eric Romero
Title	Collective title for students to preview	Academic Counselor
Email	Already inputted from registration	
Telephone	Can be formatted differently, consider a systematic format	323-953-4000 ext. XXXX
Office Address	Location of your office	2nd Floor SSB
Extra Field	A bold section under your title	
Field Value	Another section under your title, not bold	General Counseling and First Year Experience

Biography	Whatever you want to say about yourself or could have a standard message	If you would like to make a counseling appointment, please contact the General Counseling office at 323-953-4000 ex: 2250.
Search Meta Tags	Will highlight at the bottom, think of them as #s if you want to distinguish between your roles/departments	
Knock on Door Button Text	Text for this certain button, change text (suggestion)	Live Chat
Schedule Meeting Button Text	Text for this certain button, change text (suggestion)	Schedule Meeting
Send Offline Message Text	Text for this certain button, change text (suggestion)	Email Me
Show Workshop Registration Button	Check if you will offer workshops and you want students to register ahead of time	
Make my Email visible to Others	Check Yes to showcase your email on your card	
Make my Phone Number visible to Others	Don't Check unless you will link your phone to your card	
Set Status to Away When in an Office Meeting	When meeting with others, this will only allow one conversation at a time, consider disabling during drop in or express	Check Yes
Don't Allow Users to Schedule an Appointment with Me	If Campus Calibrate is not functioning just yet, make sure students can't schedule by checking this box	Check Yes

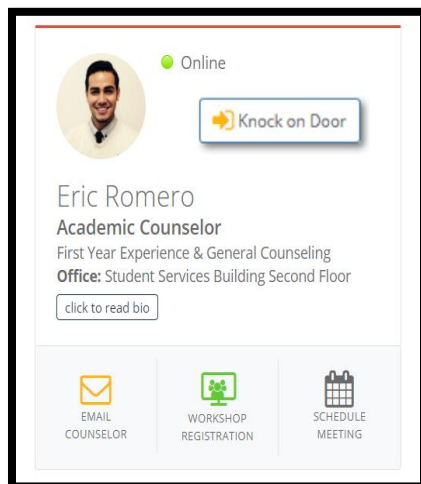
Lobby Message (Possible):

Make this lobby message as explanatory as possible. As students wait to be seen by you, they will have access to any message and/or links you put in this section. Do not forget to add language that caters to any students who might have a visual impairment and would need accommodations to access your information.

Example for Counseling:

Thank you for visiting an Academic Counselor for your question/concern. The counseling faculty at LACC advises students with respect to course selection pertaining to their educational goals (e.g., certificate program, associate degree, transfer to a university). Counselors provide career/major exploration for students from diverse backgrounds. Our trained staff supports students in their academic, career, and personal endeavors. Please view the following links as you wait for a counselor to contact you shortly:

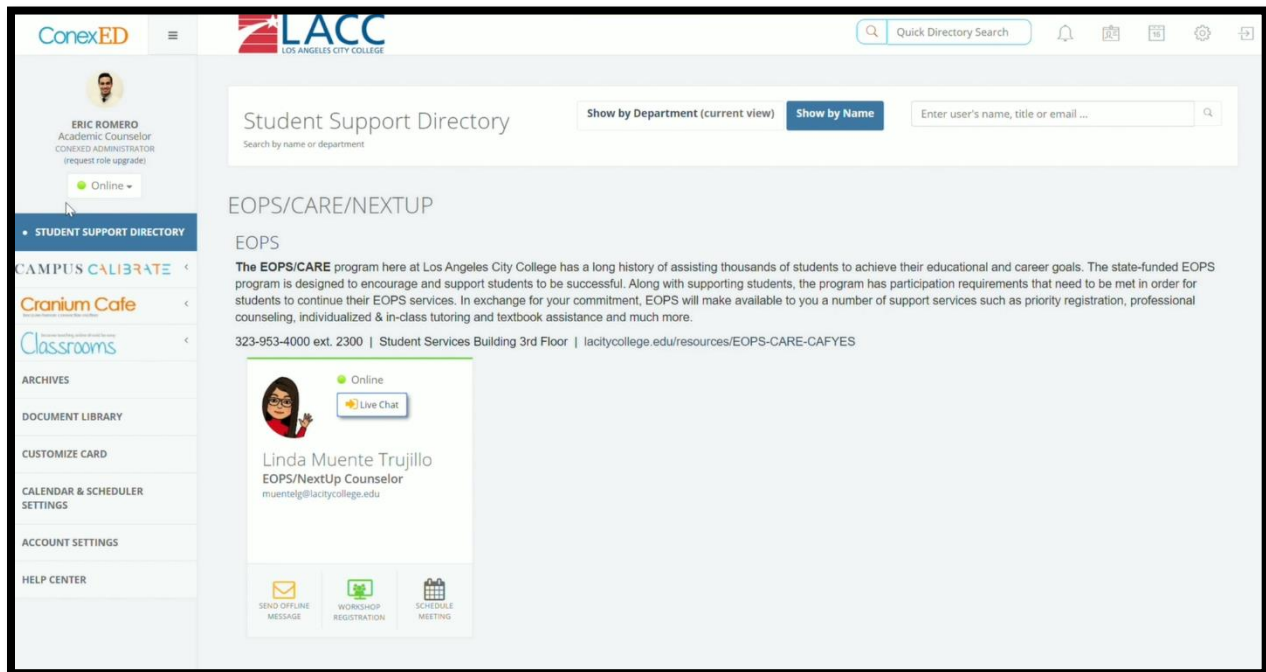
Academic Counseling: <https://www.lacitycollege.edu/Academics/Counseling/Department-Home>
Transfer Center: <https://www.lacitycollege.edu/Resources/Transfer-Center/Department-Home>
Career Center: <https://www.lacitycollege.edu/Resources/Career-Center/Department-Home>
Admissions and Records: <https://www.lacitycollege.edu/Admissions/Admissions-Records/Department-Home>
Financial Aid: <https://www.lacitycollege.edu/Admissions/Financial-Aid/Department-Home>
Business Office: <https://www.lacitycollege.edu/Administrative-Services/Business-Office/Department-Home>
First Year Experience: <https://www.lacitycollege.edu/Resources/First-Year-Experience/Department-Home>
International Students: <https://www.lacitycollege.edu/Resources/International-Students/Department-Home>
Library: <https://www.lacitycollege.edu/Resources/Library/MLK-Library-Home>
Veterans Resource: <https://www.lacitycollege.edu/Resources/Veterans/Department-Home>
Dream Resource Center: <https://www.lacitycollege.edu/Resources/DACA/Department-Home>
EOP&S: <https://www.lacitycollege.edu/Resources/EOPS-CARE-CAFYES/Department-Home>
Guardian Scholars: <https://www.lacitycollege.edu/Resources/Guardian-Scholars/Department-Home>
Break It to Make It: <https://www.lacitycollege.edu/Resources/BITMI/Department-Home>
TRIO: <https://www.lacitycollege.edu/Resources/TRIO-SSS/Department-Home>
Gender Equity: <https://www.lacitycollege.edu/Campus-Life/Gender-Equity-Title-IX/Department-Home>
Welcome Center: <https://www.lacitycollege.edu/Resources/Welcome-Center/Department-Home>
Office of Special Services: <https://www.lacitycollege.edu/Resources/Office-Special-Services/Department-Home>
Outreach and Recruitment: <https://www.lacitycollege.edu/Resources/Outreach-Recruitment/Department-Home>



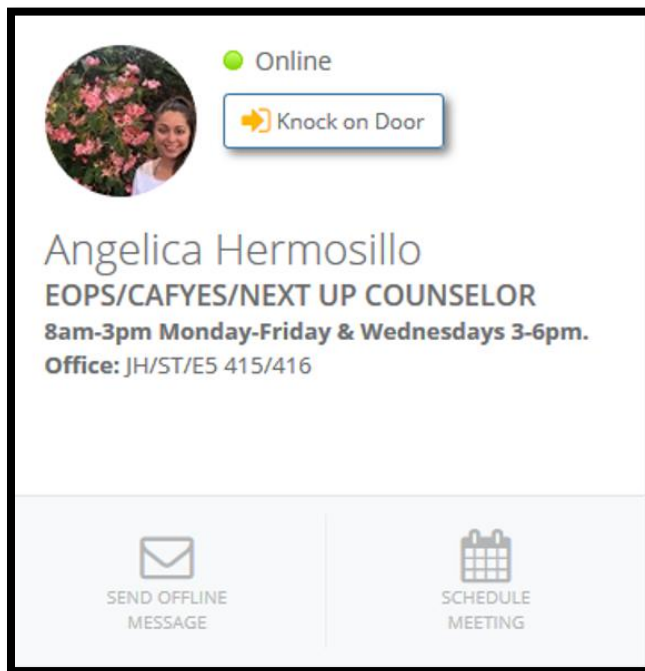
Fully Online and Available Card

1. Individual is online
2. **Knock on Door/Live Chat** function is available
3. **Role** is clear and visible
4. **Subcategories** are also available for students
5. **Office Location** is available if students are looking to meet in person
6. **Biography** is available, click to read bio
7. **Email** link is on and ready to receive emails
8. **Workshop Registration** tool can be turned ON if you are going to offer this resource. If not, make sure to turn off
9. **Schedule Meeting** option should be turned off for chat

Chat Function for Cranium Cafe



When students are ready to chat, they can look throughout the Student Support Directory or search for a resource by name. Once they locate a Cranium Café card that is online (noted with a green circle), that individual should have a “Live Chat” box available. This will allow any student to engage in the chat function, a staple of the ConexED suite.

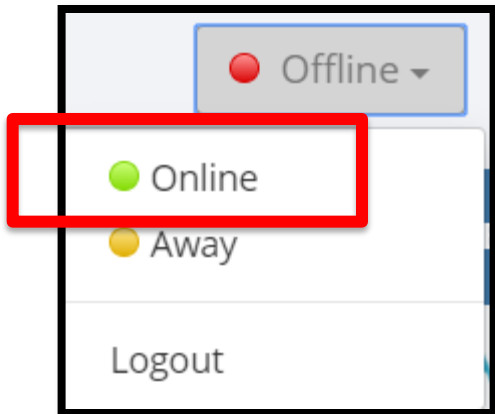


Knock on Door/Live Chat Function

Once you see this function next to anyone in the Student Services Directory, you are able to chat with this user. Students can chat instantly or student services personnel can also chat with one another. To be ready for students...

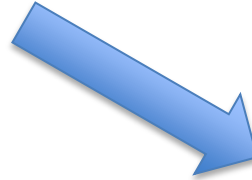
1. Change your status and make yourself available by selecting “ONLINE” (not away or offline)
2. When a student wants to chat, a box will appear and a “chime” will sound. This begins the chat, and you can begin replying.
3. Assist the student as much as you can and/or decide when you must refer out

Example of Meeting with Student



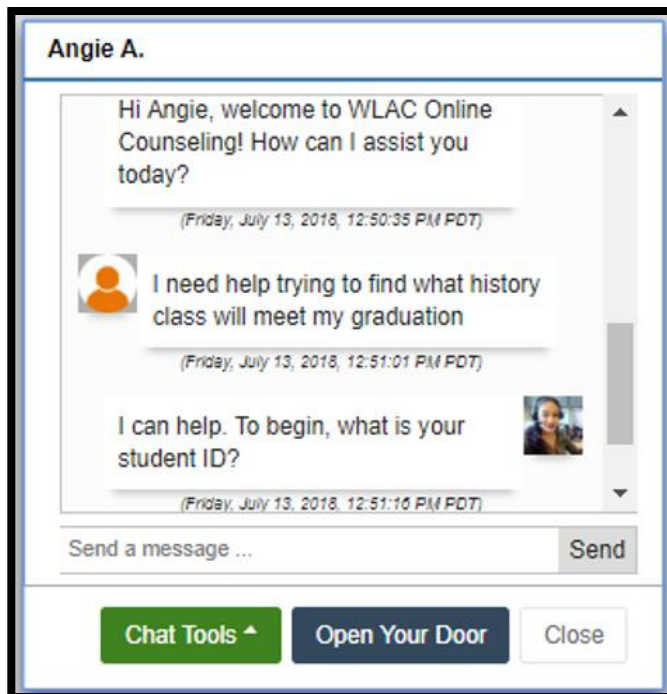
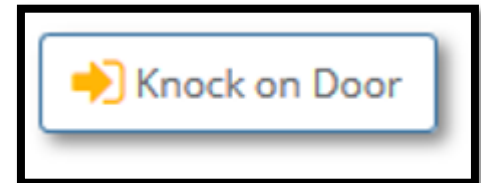
1

Make sure you're ONLINE or else students will not be able to chat with you



2

If you do not change the text, it will read as follows but consider changing it to "Live Chat" to keep the language consistent with the LACCD District

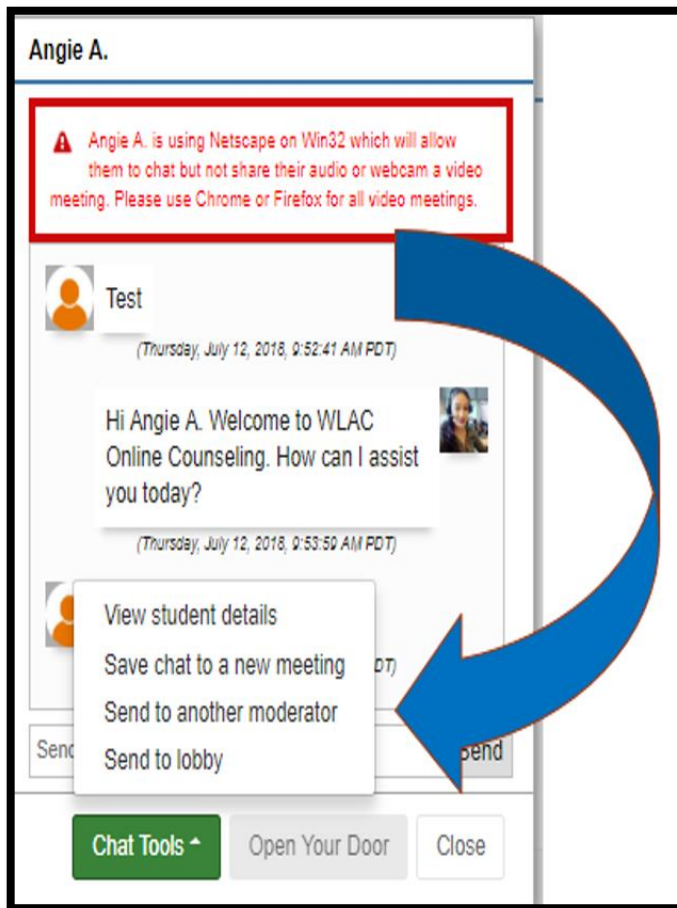


3

Once a student or staff member begins a chat, you will hear a "chime" and be shown this on your screen. Engage with the student and use the Chat Tools as needed (next page)

Using your Chat Tools/Open Your Door

Upon engaging with a student, you will be able to access different options. Each option has a special function to guide the student toward the right service.



View Student Details - Directed to another screen to find out more data about the student (should be tied to SIS system)

Save Chat to a New Meeting-

Transition this current student to a meeting in the future using Campus Calibrate to schedule the appointment (not available now)

Send to Another Moderator- If other users are available, you can redirect students to another user to receive services

Send to Lobby- Most common function; use this function to direct students to a virtual lobby where other members within the same program can chat students and engage/support

Online Chat Etiquette

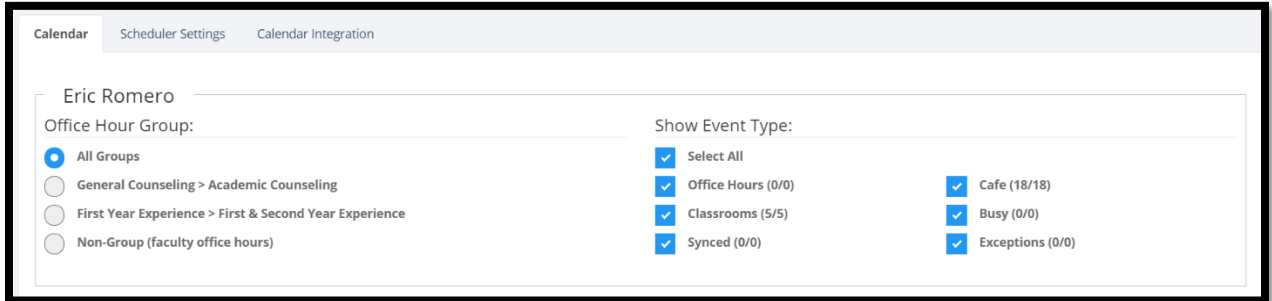
Once you are in the session with the desired individual, your chat should be conducted in a quiet and private place. We recommend finding a location where you will be able to communicate with the individual effectively without distractions. As usual, we recommend asking students to be ready to answer questions to verify their identity. Appointments are confidential so the use of a private computer is strongly encouraged. If using a public/shared computer take all necessary measures to protect your data at the end of the appointment (e.g. clear download/browsing history, sign-out, etc.). The following are strongly recommended:

- proper attire
- proper lighting in the room
- quiet location and use of headphones as needed
- no interruptions (do not answer phone calls, texts, or web surfing during the appointment)
- give full attention to the counselor

Left Side Panel for Cranium Café

Calendar & Scheduler Option/Messages to Students

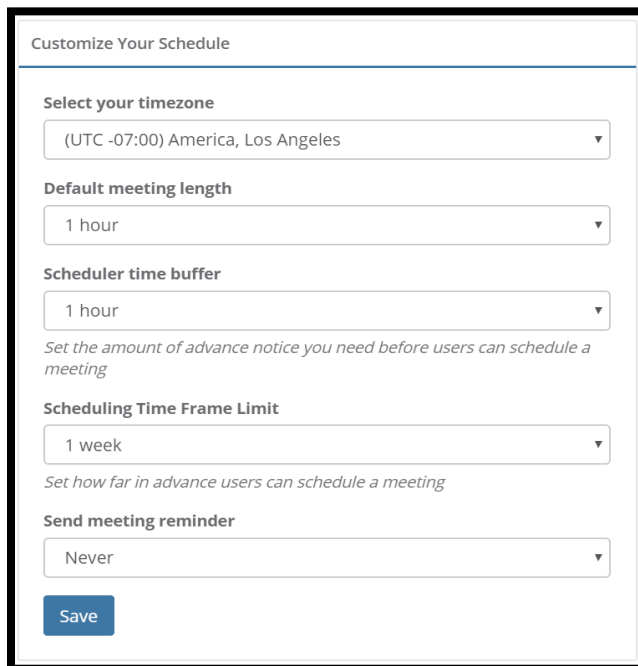
1. On the left-hand side, select the “Calendar & Scheduler Settings”



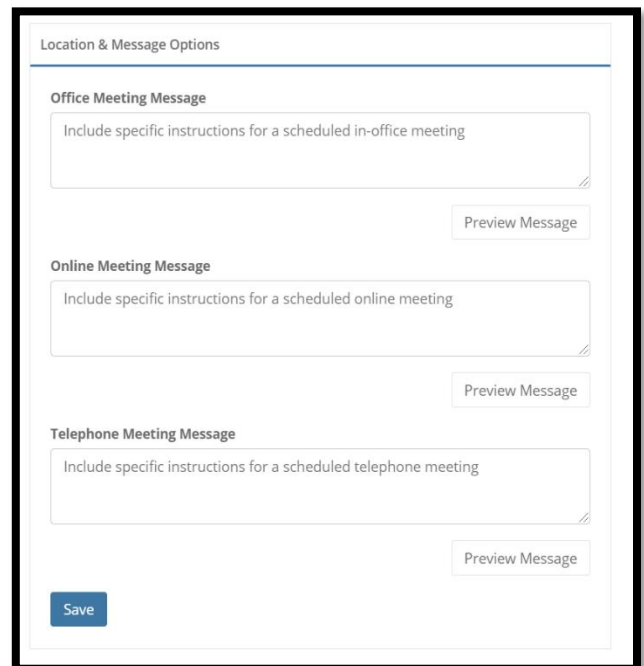
The screenshot shows the "Calendar & Scheduler Settings" interface for Eric Romero. It features three tabs: "Calendar", "Scheduler Settings", and "Calendar Integration". The "Calendar" tab is active. Under "Office Hour Group:", there are four radio button options: "All Groups" (selected), "General Counseling > Academic Counseling", "First Year Experience > First & Second Year Experience", and "Non-Group (faculty office hours)". To the right, under "Show Event Type:", there are two columns of checkboxes. The first column includes "Select All", "Office Hours (0/0)", "Classrooms (5/5)", and "Synced (0/0)". The second column includes "Cafe (18/18)", "Busy (0/0)", and "Exceptions (0/0)".

You are brought directly to the Calendar tab. This is where you can view your calendar by month, week, and day. Depending on the groups you are part of, you can view the different calendars associated to your role within those groups. Select the event type to specify your search.

2. Select the “Scheduler Settings” tab next to the “Calendar” tab



The screenshot shows the "Customize Your Schedule" settings panel. It includes several dropdown menus: "Select your timezone" (set to "UTC -07:00) America, Los Angeles"), "Default meeting length" (set to "1 hour"), "Scheduler time buffer" (set to "1 hour"), "Scheduling Time Frame Limit" (set to "1 week"), and "Send meeting reminder" (set to "Never"). Below the "Scheduler time buffer" dropdown, there is a note: "Set the amount of advance notice you need before users can schedule a meeting". Below the "Scheduling Time Frame Limit" dropdown, there is a note: "Set how far in advance users can schedule a meeting". A "Save" button is located at the bottom left.



The screenshot shows the "Location & Message Options" settings panel. It features three text input fields for messages: "Office Meeting Message", "Online Meeting Message", and "Telephone Meeting Message". Each field contains the placeholder text "Include specific instructions for a scheduled [type] meeting". Below each field is a "Preview Message" button. A "Save" button is located at the bottom left.

As Campus Calibrate is developed, you will be able to access your hours/work schedule settings. As of right now, you can customize your schedule based on your future meeting times, buffers, and how far in advance students can schedule appointments as well as update messages sent out to students.

Examples of Messages

Office Meeting Message: For any office meeting, please come to the Student Services Building 2nd Floor and check in with the General Counseling Area or First Year Experience office. You must check in at least 5 minutes prior to your appointment. If you are requesting any sort of transcript evaluation, please make sure to have your unofficial transcripts available before your appointment begins. If you have any questions prior to the meeting, please contact the Academic Counseling department at (323) 953-4000 ext. 2250.

Online Meeting Message: For any online meeting, please make sure you have a computer that you can access the Cranium Cafe platform. At times, you may also use your cell phone and the Chrome internet browser to sign on if a computer or laptop isn't available. If you wish to use the video chat option, you would ideally make sure you have a working video camera and microphone as well. Make sure you are ready 5 minutes before your appointment and have the available accommodations, including a quiet place for note taking. If you have any questions prior to the meeting, please contact the Academic Counseling department at (323) 953-4000 ext. 2250.

Telephone Meeting Message: For any telephone meeting, please make sure you have a working telephone that you can use with your meeting with your counselor. Make sure you are ready 5 minutes before your appointment and have the available accommodations, including a quiet place for note taking, ready for your meeting. The counselor will call you and leave a message on your voicemail if you do not answer. If you do not hear from the counselor at the time of your appointment, please contact the Academic Counseling department at (323) 953-4000 ext. 2250.

Documents for Future Meetings



Document Name	Last Modified	Delete	Convert to Whiteboard
Cranium Cafe Chat Training.pptx			

1. On the left hand side, select the "Document Library"
2. Select the "Upload Document" Link in the **Documents** section

In this section, you will be able to upload documents that you can share with your students. For example, counselors always review the general education transfer patterns with students so you would upload those documents to this section. This will be accessible for you whenever you meet with a student and bring them into your Cafe/Classroom. You can upload many different formats of documents but the most accessible version will be PDFs. *Recommendation* to upload PowerPoints in a PDF just in case the PPT extension has any issues.

Archives to Revisit After Meetings

Date	Participants	Meeting length	Publish	Meeting type	View Chat	Play	Link	Embed	Delete
March 19, 2020 @ 7:45 PM	Eric Romero	00:00:30	Publish	Cranium Cafe					

1. On the left hand side, select the “Archives”

2. Select the timeframe for the meeting you wish to locate or simply scroll through the list

In this section, you can access meetings that you had with students as well as view recordings of those sessions you recorded. You can share this information as well with others as you please.

Find Help in the Help Center

CONEXED SUPPORT CENTER SIGN IN

Many colleges and universities are including ConexED in their COVID-19 response plans. With increased demand and a need for quick implementation, we're offering online training to help new users make a seamless transition from on-campus to online student services. Please register below for an upcoming workshop. Self-paced courses and quick learning articles are available 24/7.

WEEKLY ONLINE WORKSHOPS

[Seat Registration](#)

Browse

Search for content Sort by

1. On the left hand side, select “Help Center”

2. You might find yourself with issues related to navigating the software or wanting to do something that you might consider as an enhancement. Search for videos or articles that can help support your ideas.

User Roles and Responsibilities

- **ConexED Administrator**
Access to all archives, chat histories, data, and analytics for all departments, groups, users).
- **Department Director**
Access to all archives, chat histories, data, and analytics for their specific department and groups and users within that department.
- **Group Manager**
Access to archives, chat histories, data, and analytics for their specific group(s) and users within each group.
- **Faculty/Staff**
Access to archives, chat histories, data, and analytics for their own courses and their personal meetings.
- **Front Desk Agent**
Access to front desk scheduling app, access to their personal archives and chat histories
- **Student**
Access to their personal archives and chat histories

Roles Available Currently to LACCD Personnel

Group Manager

- Required role for Group Admins. Can also be assigned to other groups as a user with this role. No access to department admin settings (cannot create other groups)
- Can only view Groups where they are assigned as Group Admin or another user
- Can add/remove front desk agents and group users in assigned group
- Can edit group email templates
- Access to chat histories for users within their assigned group(s)
- Manage reason codes for assigned group(s)

Faculty/Staff

- Required role for Group Users. Can also be assigned as Front Desk Agent.
- Can view calendar, student lookup, reports, and personal chat histories
- Cannot manage group users
- Cannot manage reason codes

Front Desk Agent

- Required role for Front Desk Agents
- Access to front desk scheduling app and personal chat histories
- Cannot manage group users
- Cannot manage reason codes

Student

- Primary role for all new users (all students cannot upgrade)
- Cannot manage group users, reason codes, or view any other calendars

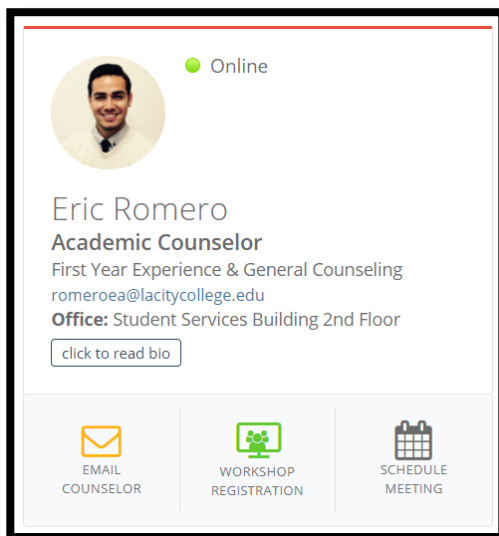
Resources for New Users

1. YouTube Video on Using Cranium Cafe for Appointments:
<https://www.youtube.com/watch?feature=youtu.be&v=YdyjSb9B2rk&app=desktop>
2. For using Screen Sharing feature:
<https://support.conexed.com/learn/article/install-share-screen-in-chrome>
3. If you plan to use Mac products in some occasions, please also follow the directions below to use the Screen Sharing feature :<https://help.daily.co/en/articles/3400532-macos-catalina-10-15-users-enable-screen-recording-permission>
4. Customize Card: <https://www.youtube.com/watch?v=p38JQyZC8ug&feature=youtu.be>
5. Chat Option:
<https://www.youtube.com/watch?v=uQffHjvZP4g&feature=youtu.be>
6. Enabling Webcam: <https://www.youtube.com/watch?v=o7mo1cnkVM4&feature=youtu.be>

Future Considerations for Cranium Cafe

1. Training on Operating Cranium Cafe
2. Training on Operating Cranium Classrooms
3. Training on Operating Campus Calibrate
4. Other Messages to Be Updated but Possibly Unavailable Currently
5. Developing a NO SHOW Policy for online services

No Show Appointment: You had a scheduled appointment with the counselor and you did not show up for that appointment. Counseling appointments are very important and at times hard to come by. Due to this occurrence, we will be monitoring your future appointments and future missed appointments may result in an inability to schedule future appointments. If you have any questions about this email, please contact the Academic Counseling department at (323) 953-4000 ext. 2250.



Profile card for Eric Romero, Academic Counselor. The card includes a circular profile picture of a man with a green "Online" status indicator. Below the photo, the name "Eric Romero" is displayed, followed by the title "Academic Counselor" and the text "First Year Experience & General Counseling". The email address "romeroea@lacitycollege.edu" and office location "Office: Student Services Building 2nd Floor" are listed. A button labeled "click to read bio" is present. At the bottom, three service options are shown with icons: "EMAIL COUNSELOR" (envelope icon), "WORKSHOP REGISTRATION" (screen with plant icon), and "SCHEDULE MEETING" (calendar icon).

Need Assistance?

Eric Romero

Counselor, General & First Year Experience

romeroea@lacitycollege.edu