Title of Session: Helpdesk
Moderator: Dianne Allen
Title of File: 20030528help
Date: May 28, 2003

Tappedin transcript for DianneA, 2003.05.28 16:32:36

---------------------- Private Messages ------------------
Private dialog with: SteveKe
SteveKe: Hi, I am new here and am wondering if you are online?
DianneA: Yes Steve, I'm on line, how can I help u?
SteveKe: I am a graduate student at University of South Florida...
SteveKe: I am currently taking a distance learning class...
DianneA listens
SteveKe: as I am approaching the finish line for a degree in teaching SteveKe: Are you a teacher?
DianneA: yes, I have been a teacher
SteveKe: Question for you...
SteveKe: The distance learning class I am taking...
SteveKe: I am searching for a "webographic" source to post in my local discussion group concerning interesting ...
SteveKe: places on the internet where distance learning/education is practiced...
DianneA: have you come across the GEN site?
SteveKe: researched, studied, etc....
SteveKe: the Gen site???
DianneA: one moment, while I get the URL; and while I do, if you click on my name in online and then click on the 'i' icon you can get a bit more information about my background
DianneA: site location http://www.globaleducators.net/
DianneA: for GEN
DianneA: if you click on the above link it will open a new window with the site
DianneA: is that useful for you?
DianneA: there are many inhouse university distance learning facilities using web portals
SteveKe: I'm clicking but it is not opening a new window, so I will type it in...
DianneA: It may have opened a window and my chatter has brought this window back into action
SteveKe: Wow, another interesting site...
SteveKe: What is the site we are on now, and how is it related to GEN?
DianneA: Tapped In is a site provided by SRI, and is for professional development for educators
DianneA: both GEN and Tapped In have some common members
DianneA: GEN was all asynchronous, Tapped In was all synchronous chat so they complemented one another
DianneA: now Tapped In is including synchronous and asynchronous discussion
SteveKe: Do you have a minute to let me "sort-of" slowly-type what my class is?

DianneA: I have a minute Steve, I will 'join' you at APU, I am not sure what your question is asking
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Room: APU4_Lby

DianneA joined the room.
DianneA: Hi Steve, here I am
SteveKe: I see you...
DianneA: now what is your question about your class?
DianneA: In the window above this chat space you are indicated as being in the 'APU Student Offices Lobby'
SteveKe: Since '99 I left my first career, business, and have been in pursuit of my new career, teaching, since that time...
DianneA: by clicking on the 'on this floor' link in the welcome box you can 'see' other 'rooms' in APU
SteveKe: I only learned to type the real way since going back to school, so, I am not going to be able to keep up with you in a normal way...
DianneA: fine, I will try and go slowly
SteveKe: thanks
SteveKe: other rooms?
DianneA: by clicking on the 'on this floor' link in the welcome box you
can 'see' other 'rooms' in APU
DianneA: try that
SteveKe: I have a virtual office, believe it or not....
SteveKe: I am looking for "on this floor"
SteveKe: I see quite a few icons but not that one so far...
DianneA: it is in the welcome box in the APU Lobby room view
SteveKe: I'm sorry, I don't see a welcome box...
DianneA: you say you are a student of Univ of S Florida ... is that related to APU?
DianneA: and yes I see you have a virtual office in Tapped In
SteveKe: maybe we can stay in this one, I don't know if USF is related or not I was surfing for an assignment
SteveKe: and I came across this and
SteveKe: it seems to be a sophisticated version of my distance learning
class
DianneA: I will chat for a bit to explain ...
SteveKe: okee doke
DianneA: above this chat space is another 'window' ...
SteveKe: yes
DianneA: in that window there are some linking tabs .... from the top down
SteveKe: ok
DianneA: tabs for 'me', for 'tapped in', for 'help', for search
SteveKe: yes yes I see that
SteveKe: I'm with you so far
DianneA: then a statement You are in APU Student Offices Lobby
SteveKe: ok yes I see it

DianneA: and underneath that some notes, one named 'welcome'
SteveKe: I don't see that
SteveKe: no welcome
DianneA: if that's the case your need to click on 'room view' in that note there is a blue link to 'on this floor'
DianneA: with 'room view' a different page comes up
SteveKe: yes one that says "room is unavailable"
DianneA: this may be so since you are a member of Tapped In and not necessarily authorized at APU ...
DianneA: click on favorite Places
SteveKe: I'm not on APU
DianneA: it should give your office and Tapped In's Reception
SteveKe: clicked
SteveKe: yes
SteveKe: APU reception
DianneA: click on your office and you'll go there and I'll join you there SteveKe left the room.
DianneA left the room.

Room: SteveKe_Ofc
DianneA joined the room.
DianneA: Thanks for having me in your office
SteveKe: hey, have seat
SteveKe: you want some coffee?
DianneA: thanks
SteveKe: it was nothing
DianneA: this is a typical room view
DianneA: with some notes and links
SteveKe: I see some things on the left
DianneA: and facilities for you to interact with others - notes, files, links
SteveKe: so this is like a virtual school
DianneA: let me take you to my office and show you how I have set that up for sharing with visitors
SteveKe: ok
DianneA: before that some more instructions
SteveKe: I think I'm right behind you
SteveKe: oops
SteveKe: ok
DianneA: besides this chat space there is two tabs... 'here' and 'online'
SteveKe: yes
DianneA: the 'here' tab tells you who is in this office with you
SteveKe: ok
DianneA: if you click on my name and the 'i' icon you get some information about me
SteveKe: yes I did that
DianneA: if you click on the online tab you find out all who are online at Tapped In at the moment

SteveKe: ok yes I see that
DianneA: if you want to join someone you click on their name and then click on the door icon
SteveKe: ok , I see
DianneA: when I go to my office I will disappear from your office
SteveKe: alright
DianneA: you will need to click on the online tab then and click on my name and you'll then join me in my office
SteveKe: gotcha
DianneA left the room.

Room: DianneA_Ofc
DianneA joined the room.
SteveKe joined the room.
DianneA: here you are then!
SteveKe: very nice, I like what you have done
DianneA: the room view is the 'welcome' page
SteveKe: very nice
DianneA: thanks for the compliments
SteveKe: awesome
SteveKe: this is really cool
SteveKe: ok
DianneA: If you click down the 'notes', the 'files' ,... etc you can see what I have set up there for visitors
DianneA: it saves typing again and again
SteveKe: featured passageways???
DianneA: the featured passageways take you to other locations where I am likely to want to go to quickly
SteveKe: what were you saying about visitors?
DianneA: like reception since I am a Helpdesk volunteer
DianneA: some members of Tapped In are teachers of teachers and have student sessions in their offices
SteveKe: facilities.... I think I'm overwhelmed again
SteveKe: Ok couple of questions
DianneA: the office is available when I am not, so I can leave files that
are assignments here that they can acces when I am not here
DianneA: listens for the questions
SteveKe: your students?????
SteveKe: or visitors
SteveKe: sorry, I'm a bit out of sync
DianneA: students or visitors, other members of Tapped In with similar interests, they can become 'buddies' too
SteveKe: ok questions....
SteveKe: I am on my second career, so, I have only been in the teaching field since '99... I started substituting and entered the college of education at USF
SteveKe: so I am sort of newish

DianneA: ok

SteveKe: anyway I have almost completed a degree in teaching secondary education

SteveKe: it is an alternative certification way of also getting a master's degree

DianneA: I see

SteveKe: so I am in a distance learning class with a bunch of other graduate students

SteveKe: of varying specialty-type areas

DianneA: I understand

SteveKe: but we are all interested in technology, internet-type instructional stuff

SteveKe: many of my classmates are actually in "Instructional Technology" apparently, it is a degree path

SteveKe: I am interested in it, so

SteveKe: I think I will do that one now that I am almost done with my degree in teaching and I am getting lined-up for a job in Aug (school year)

SteveKe: and maybe specialize in technology for education

SteveKe: anyway

SteveKe: my class assignment

SteveKe: is to find a web site that is relevant to distance learning, post a (trying to think of the word)

SteveKe: annotated (that's it)

SteveKe: an annotated posting of the web site in the discussion area DianneA: right so you will want some description of Tapped In ....

SteveKe: to allow my classmates a chance to access it and discuss it

DianneA: and offer the URL

SteveKe: yes

DianneA: if you click on the 'tapped in ' tab in the top menu

DianneA: you will get a bit 'about' Tapped In

SteveKe: so I am in a relevant place, correct? You are about distance learning?

SteveKe: among other things perhaps

DianneA: yes it is distance, or non-locational, but more like professional development ... that is about teachers teaching than other content

SteveKe: how about this one

DianneA: if you now click on 'groups' tab

SteveKe: requiring intermediary delivery system(s)

SteveKe: yes,

DianneA: you will see a list of groups, and discussions, that Tapped In members are interested in

SteveKe: that is exactly what the class is about

SteveKe: learning how to utilize DL for teaching

DianneA: some of the groups are open to you to join

DianneA: there's now quite a collection

DianneA: If you click on S-v you will find one for special ed

DianneA: some for some technical aspects

SteveKe: I am teaching special ed now and have been since Feb

DianneA: you'll need to scan these and find out which ones might suit you ....

DianneA: Steve, I sorry but I need to log off soon

SteveKe: do you agree that this is a good site for teachers who want to learn about best practices in DL, by the way

DianneA: there are better sites focusing on DL .. for instance GEN

DianneA: but this is a useful site for starting and being directed to other sites, that's one of its roles

SteveKe: I was interested to hear you talk about synchronous/asynchronous we have been talking about them

SteveKe: ok

SteveKe: thanks so much for you help

DianneA: you're welcome ... before I go

SteveKe: I will tell them to come and look around

DianneA: if you click on 'calendar' in the menu you will see other discussion groups and when they are held

DianneA: these are the 'public' events

DianneA: and you are welcome to join

SteveKe: ok great, thanks again.. .   so there are areas we should stay out of?

DianneA: not necessarily stay out of but be sure you are welcome in, by asking as you did at the beginning via the private chat, if you can join in DianneA: the TI2 tips and tours gives you information about how to use the site

DianneA: you will get a transcript of this conversation and that will help you back track on a bit of how to use the site and get places

DianneA: so you can do some exploring on your own

SteveKe: ok I understand, I will look over the tips thanks again so very much... please look for some of my classmates to stop by

DianneA: I find I learn by doing as much as being told

SteveKe: right you are

DianneA: OK Steve Good bye best wishes for your course