Adobe Connect for Virtual Tutoring at Phoenix College

- Adobe Connect is a web based virtual “classroom” or tutoring session that will be used to access tutoring support from a tutor in the Learning Commons.
- Virtual Tutoring sessions may be recorded; your tutor will let you know if this is happening.
- Check the Phoenix College Learning Commons website for the Virtual Tutoring schedule, [http://www.phoenixcollege.edu/student-resources/learning-commons](http://www.phoenixcollege.edu/student-resources/learning-commons)

Test your computer

1. It is recommended you “test” the computer you will use prior to attending a virtual tutoring session. You can do this by going to [http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm](http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm)
2. This connection test checks your computer to make sure all system requirements are met.
3. You will need the Adobe Connect Add-in to use a webcam, speak using a microphone, share your screen, or present during your virtual tutoring session using Adobe Connect.

TIP: At the top of this site, click “test again”, wait for the first 3 tests to complete, then click “Install Add-in” and allow the add-in to be installed.

Participate in a Virtual Tutoring Session.

1. Use the URL provided by your instructor, tutor, or as listed on the Learning Commons website.
2. You must have a webcam to fully participate in American Sign language tutoring. The headset with microphone is not needed for virtual tutoring for American Sign Language. The headset with a microphone is required to use your voice during any other virtual tutoring session.
3. On the log in screen, enter as a guest by typing your FIRST and LAST name and clicking on Enter the Room.

4. The virtual tutoring session or “classroom” will launch in your browser.
TIP: Adobe connect only requires that you have an Internet connection, a web browser, and Adobe flash player version 10.1 or greater to participate in a Virtual Tutoring session. Adobe connect supports nearly any operating system including Windows, Macintosh, as well as most widely used browsers including Internet Explorer, Firefox, Safari, and Chrome.

Meeting audio

1. Audio in the Virtual Tutoring session is through your computer. You will be able to hear your tutor and other students through the speakers in your computer.
   
   Note: The American Sign Language tutor will only speak to you using American Sign language, so you will need a webcam to communicate.

2. You may wish to click the Speaker Icon on the Application Bar to assure the correct speakers are selected and the volume is set to the appropriate level.

3. If you wish to communicate with your voice you will be required to have a headset with a microphone that connects to your computer.
   
   Note: Plug in your headset before opening your browser!

4. If you do not have a headset with microphone you will be able to communicate by typing your comments and questions in the chat portion of the virtual tutoring session.

Using a headset to listen and speak

1. Before opening your browser, it is critical that you plug your headset with microphone into your computer first.

2. Enter the URL for the virtual tutoring session and use your first and last name for guest sign in.

3. When using a microphone, your tutor will enable the microphone when you join the meeting.

4. Click the Microphone Icon on the Application Bar and click connect My Audio. You will not see a Microphone Icon until your tutor enables the microphone.

5. The microphone button will change from white to green when it is enabled, you may need to click allow in the prompt box.

Share a webcam video

The virtual tutoring session allows students to use a webcam. This will allow you to see the tutor and the
tutor to see you. You will need a webcam to communicate during American Sign language virtual tutoring sessions.

1. To use your webcam, make sure you webcam is plugged in and click the Start My Webcam button in the video “pod” or area of the virtual “classroom”/tutoring session. Adobe flash may request your permission.

2. After granting permission, a webcam video preview appears. If you’re happy with all the preview, click Start Sharing to share your video with all participants in the virtual tutoring session.

3. You can also click the Webcam Icon in the Application Bar to access your webcam and preferences.

Change your status

1. Within a virtual tutoring session, you may change your status to provide feedback to the tutor or other students.

2. To change your status, click in the Status Options drop-down list on the Application Bar and select your desired status option.

3. When you set your status, an icon appears next to your name in the attendees pod.

4. If you select an option above the line such as Agree or Step Away your status remains until you choose clear status.

5. If you choose an option below the line such as Speak Louder or Applause your status automatically clears itself after a number of seconds.
Chat

1. Your tutor may use the Chat Feature within the virtual tutoring session to allow participants to comment and ask questions.

2. To send a chat message to everyone in the virtual tutoring session, simply type your message in the chat pod and hit enter or click the send icon.

3. If your tutor has enabled the private chat option, you can send messages to a specific attendee within the meeting. To do this, use the Attendee pod to hover over the name of the attendee you would like to privately chat with, and select Start Private Chat.

**TIP:** If you do not have headphones and a microphone connected to your computer the Chat Feature will be the only way for you to communicate with the tutor and other participants in the Virtual Tutoring session. Chat alone will not provide you the best tutoring experience. For American Sign language tutoring you will need a webcam to communicate and practice your sign language skills.

Exit the session

1. When you are done in the Virtual Tutoring session, it is best to Exit the Meeting not just close the browser. Click on Meeting in the Application Bar and select Exit Adobe Connect.