Barstow Community College
Cranium Café Student Guide

About Cranium Café
Cranium Café is a virtual platform for students to get connected with staff and faculty at Barstow Community College. Features include face-to-face video conferencing, screen share, interactive whiteboard and document sharing.
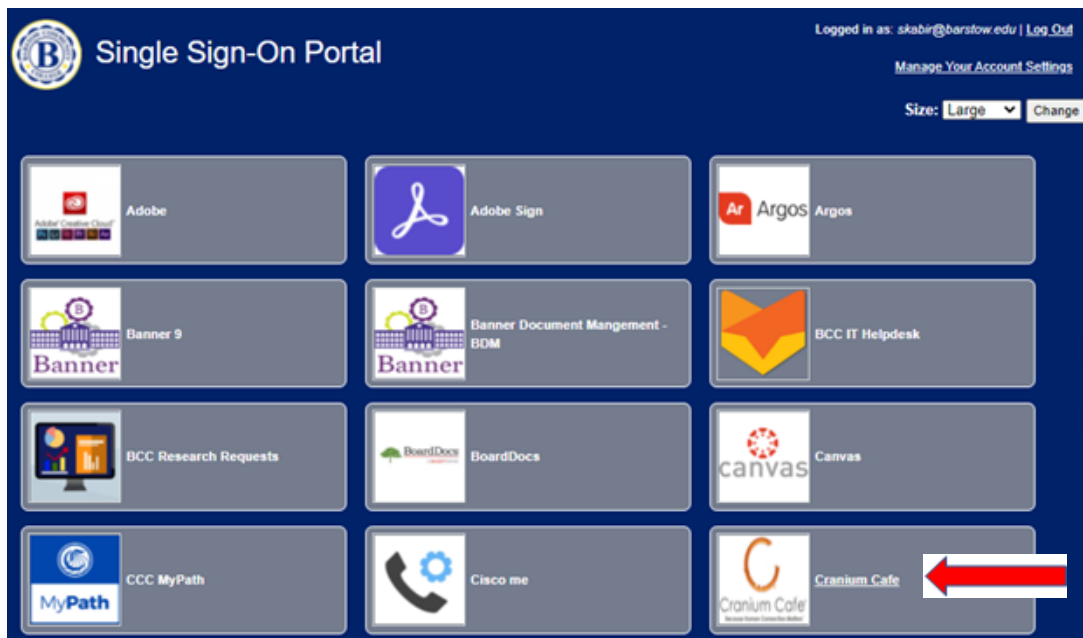
Getting Started
Technical Requirements

- Use of a laptop or desktop computer is preferred (if using mobile devices, Android devices will have the same features, iOS devices will have limited features)
- Use Google **Chrome** or Mozilla **Firefox** as your internet browser
- At a minimum have microphone available, but webcam *and* microphone are preferred
- Accessibility features available such as real-time closed captioning & voice-to-text functions

Instant Chat with Staff/Faculty

Staff and Faculty are available to assist and support student needs during regular business hours. To see who is available, follow the steps below:

1) Log into Cranium Café via your single sign-on portal: login.barstow.edu using your log in and password credentials
2) Click on the "Cranium Cafe" Title

3) Once you are logged into Cranium Café, Click on **Student Support Directory** and scroll to look for the Department. Find the Student Service Staff or Counselor you would like to meet with and "**Knock on Door**." It will show a green circle if they are available.

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Please understand, that if you select "knock on door" and you see a message "counselor is working with student," it's uncertain how long you may be waiting. We recommend you schedule an appointment if the counselor does not respond within 5 minutes.

Lobby
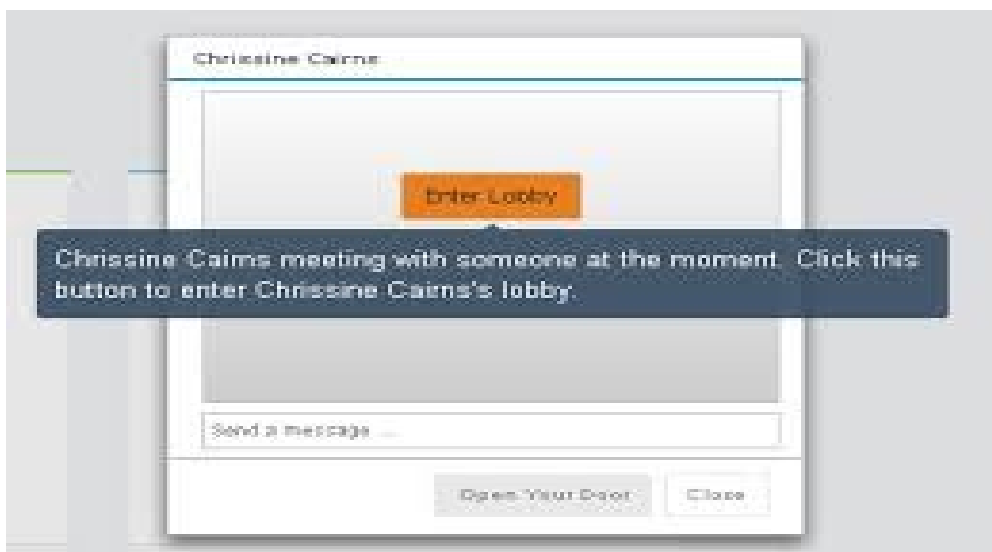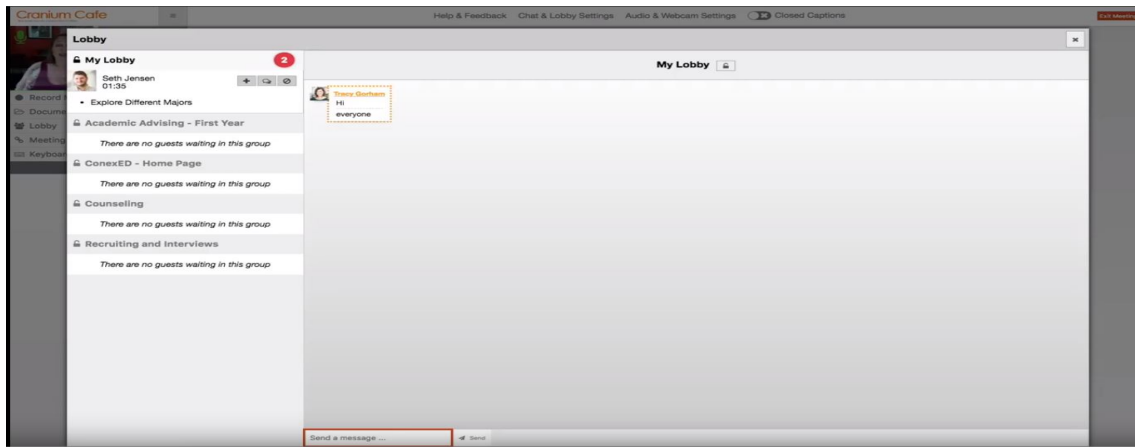
Before entering the Lobby, please make sure you select your "reason of visit" after selecting "Enter Lobby". While you are waiting you have the option to chat directly with the Counselor.

In Session

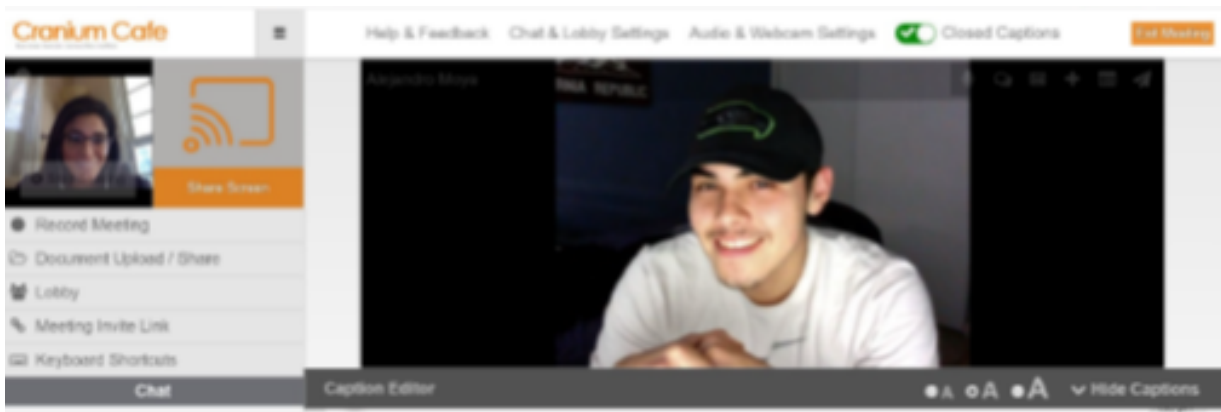If you want to see and hear the staff or faculty member, ensure that your microphone or web cam settings are in place. Please see "**Tips**" section located in the last page of this guide. Accessibility features are also available. Let the staff or faculty know of your accessibility needs.

Note: If using "chat" only: You will <u>NOT</u> be required to use the camera and microphone settings.

Cranium Tools

Camera and Microphone: You will NOT be required to use the camera and microphone settings for chat only.

**Can Upload /Share Documents

Meeting Invite Link: You will NOT be required to share your link.

Cranium Cafe

Install Screen Sharing

Document Upload / Share

Meeting Invite Link

Keyboard Shortcuts

You are allowed to screen share ONLY if asked by the staff/faculty member

Keyboard Shortcuts: By selecting this tab, shortcuts for chat meeting will be extended for you to see.

To Upload/Share Documents

Students will be able to share their documents such as an unofficial transcripts from other colleges. Upload document only if advised by staff/faculty.

1) Save any documents you want to share on your desktop or personal computer file.
2) Click on **Document Upload/ Share** (See picture with arrow above**)
3) Select the "upload" button after selecting this tab and choose your document. Upload document only if advised by staff/faculty member.

For Counseling Appointments (30 minutes)
Days prior to your appointment and/or day of your appointment:

1) Log in: Same directions as above
2) Once in Cranium Café, on the left navigation bar, click on "Cranium Café"
3) Click on "**My Café Appointments**" to check that you have an appointment scheduled
4) Test your microphone and web cam settings: https://my.craniumcafe.com/pre-meeting-check
5) Click "Activate and Microphone" for webcam and microphone access
6) If everything is working, you should see moving orange bars at the bottom

Tips
Before Scheduled Appointment and/or Walk-in

1) Make sure you are in a quiet place with minimal interruptions
2) Have any documents/transcripts from all colleges attended readily available to share with staff/faculty during your session

4) Remember that you will be discussing personal information regarding your academic history and/or college records, so you want to ensure you are in a private setting
5) Treat this as if you were in-person meeting with your counselor and engage in appropriate behavior

Clasrooms

Join a Classroom Meeting:

1. In ConexED, go to "Classrooms" then select "Upcoming Classroom Meetings," where you'll see all meetings you've registered for.
2. Click "Join Classroom" to join a meeting that has started.

Helpful Videos

How to use Cranium Cafe: https://www.youtube.com/watch?v=WOucJQDa7D4&feature=youtu.be