The Chandler-Gilbert Learning Center will be using Cranium Café to provide online tutoring services while in-person services are not available. Cranium Café is a virtual, browser-based meeting and collaboration platform designed for student support. With Cranium, you can meet one-on-one with a tutor to work together via text, audio or video. You'll be able to upload, share and edit documents or work out problems using a virtual whiteboard. Captioning is available, and sessions are archived so you can review them later.
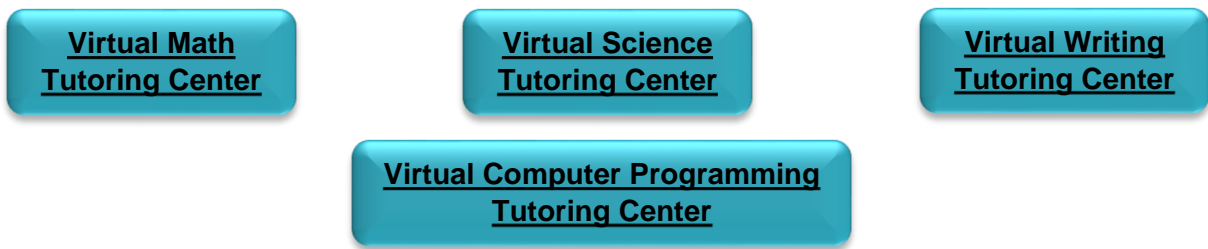
Check out tutoring on Cranium today!

Technology: For best results, use the most current version of Google Chrome or Mozilla Firefox. (Cranium may not function or may have limited function with Apple Safari, Microsoft Edge, or Internet Explorer.)
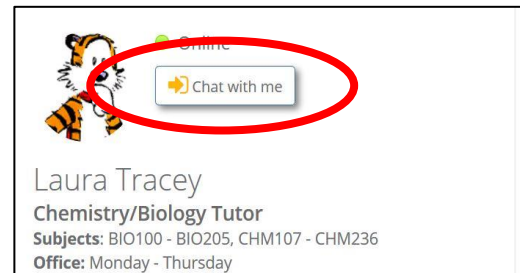
- For video meetings, make sure you have a webcam ready and activated.
- For audio, you can use the built-in microphone on your computer or a headset with a microphone. Headset use is recommended to reduce distraction and interference from background noises.
- When using the whiteboard feature, you can use a mouse, or use your finger or stylus if you have a touch-screen device.
- With Android or Windows devices, use Chrome. Have your webcam ready and activated, and have a headset with microphone ready. (Your cellphone headset will work great.)
- If using iOS – Apple devices, you will need to use the ConexED mobile app available at the Apple App Store (click here). Note that, even with the app, there is limited access. You will be able to join a video meeting, but "Share Screen" and other functions are not available at this time.
- NOTE: If at any time during your session the chat stops responding, please refresh your browser window.
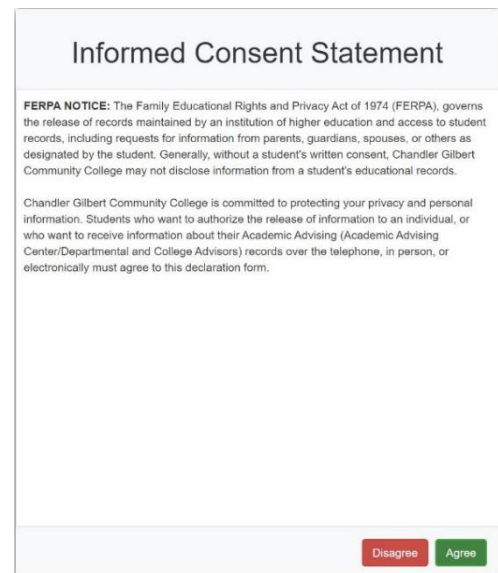
To connect with a tutor through Cranium:

1. Go to the Virtual Tutoring Center by clicking the appropriate center:

Virtual Math Tutoring Center

Virtual Science Tutoring Center

Virtual Writing Tutoring Center

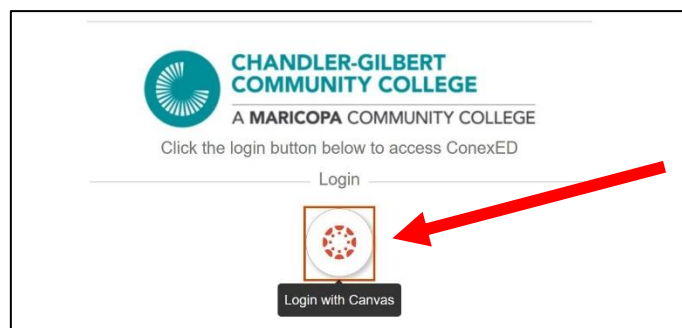**Virtual Computer Programming Tutoring Center**

2. In the Virtual Center, you'll see the Café Cards for all the tutors for that subject area. Each card will show the tutor's subjects and schedule, and will indicate whether the tutor is online and available to help. Click on the "**Chat with Me**" button for the tutor you want to contact.

3. A window will open with the Informed Consent Statement. This legal disclaimer protects your school from any FERPA or HIPAA liabilities. Every time you log in to Cranium, this form will appear and you will need to click "**Agree**" before proceeding.

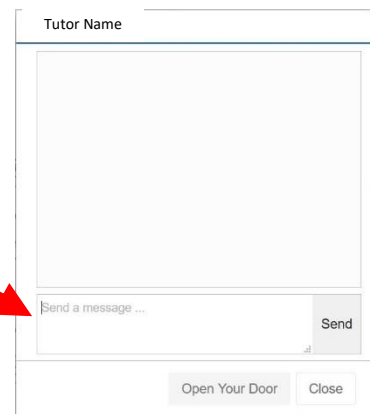4. The CGCC Cranium log-in will appear. Click the button to log in with Canvas.

5. You'll be taken to the Canvas log-in screen. Log in using your MEID and current password. *(Note: this will not direct you to Canvas but is used to verify your credentials as a MCCCD student.)*
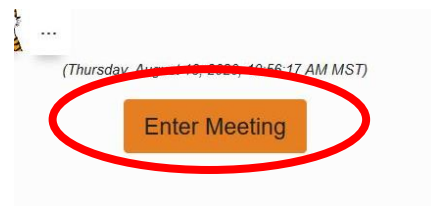
You are now logged in to Cranium Café!

There should be a message box displayed that will allow you to connect with your tutor. There are three possible actions at this point:

a. You can send a text message to the tutor through the chat box.

b. If the tutor is available and ready to work with you, they can invite you to their Café Meeting room for your online tutoring session. When this happens, you'll see a box that says "**Enter Meeting**". Click on the box to join the tutor in their Café and start your session.

c. If the tutor you selected is already working with someone, you will be moved to a lobby to wait. The next available tutor can then invite you to their Cafe to start your session.

Once in a Café with a tutor, you will be able to upload documents, work on the whiteboard, and ask questions as you would have in person. The tutor can invite up to nine students into a Café meeting at a time, so you can even form study groups and work together!

Any questions? Contact us at tutoring.cgc.edu or call 732-7231.