Live Chat Transcripts
Guide for teachers

Live chat transcripts can be downloaded from the site once the chat has ended.

These can be useful tools for the students to reflect on the lesson, and to look in more detail at the questions and answers from the chat.

This guide will show you how to download the transcript, and how to use the data in the file.

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Downloading the transcript

1. **Log in using your teacher username and password.** Your login details will have been emailed to you, and printed on the letter inside your teacher pack.

2. **Navigate to the live chat page**. Click the CHAT button at the top of the page. If you have classes in more than one zone, make sure you are in the correct zone where the chat is taking place. You will be able to watch the live chat.
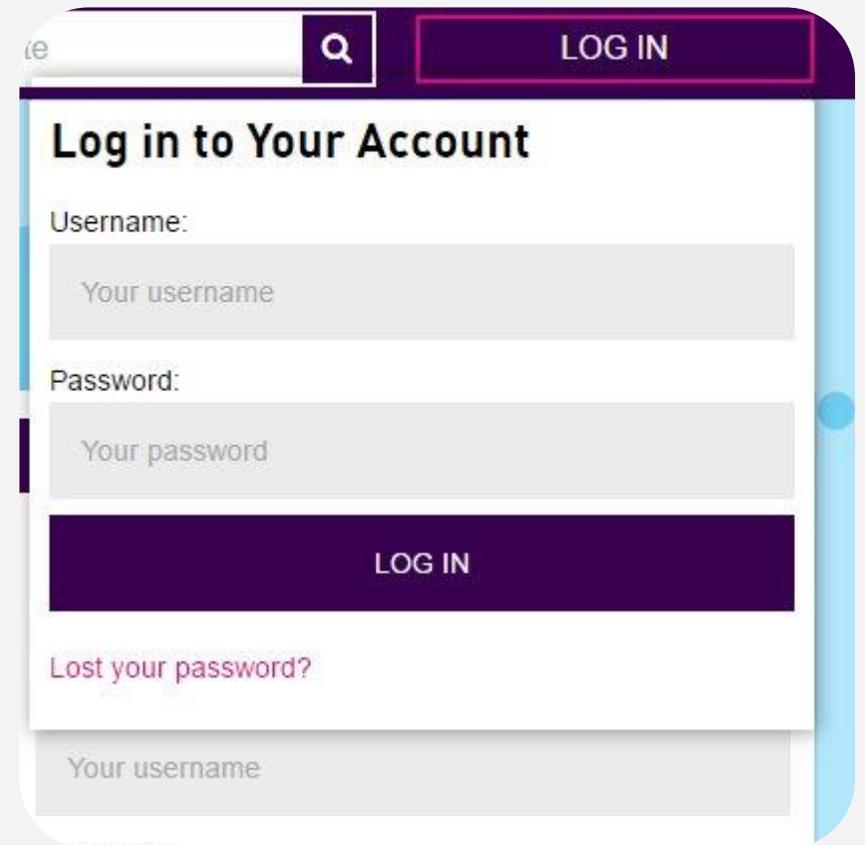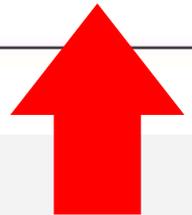
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Downloading the transcript

3. **As soon as the chat ends, a link to download the live chat transcript will be displayed. Click this link to download the file, and save it to your computer.** Once you navigate away from, or refresh the page, the link will be lost so we suggest clicking download as soon as you can. **Note that the download link will only display if you are logged in using a teacher account.**

Session finished

You may now download a copy of the chat transcript

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Using the transcript

1. The transcript .csv file in excel. Open the file in Excel. You will see the chat shown in chronological order of comments.

2. The columns to use are:

- **Text** — The question/comment
- **Timestamp** — Time the question/comment was made
- **userId** — The username shown on the student's log in card

- **userName** — The "nickname" the student has chosen, or the scientist/engineer/expert's name
- **userType** — This distinguishes student, participant, moderator, and teacher comments
- **Deleted** — "TRUE" in this column means the comment was removed by a moderator