

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.

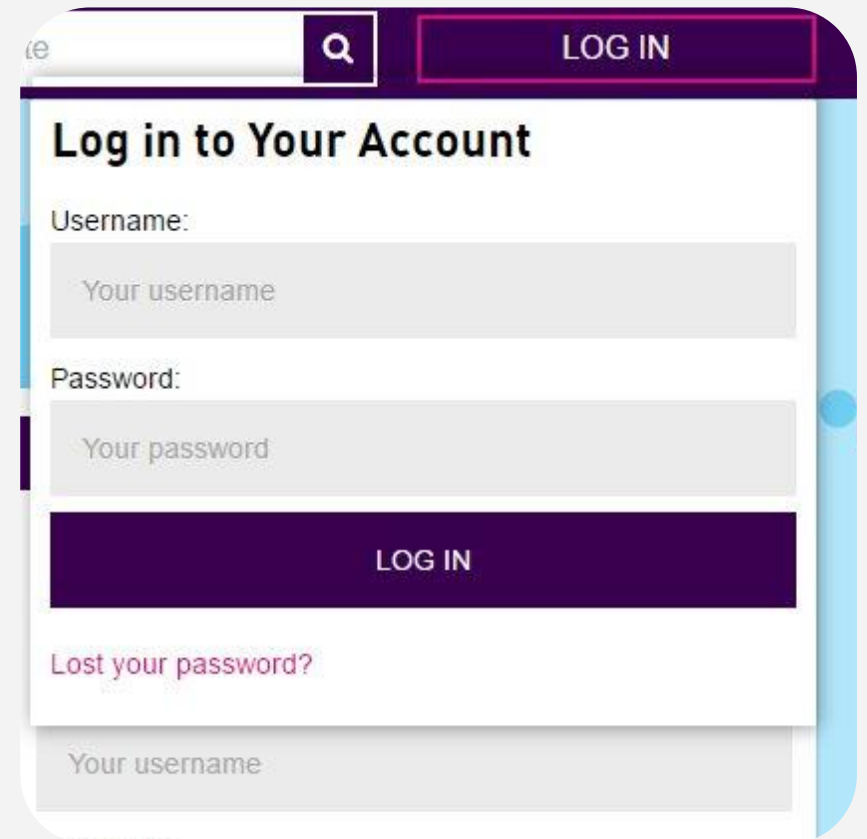


Live Chat Transcripts Guide for teachers

Downloading the transcript

When it's time for your live chat...

1. **Log in to your teacher account.** Your details will have been emailed to you.
2. **Go to the live chat page.** Click Chat at the top of your Dashboard. You will be able to join in the chat. You can also delete lines and suspend students, if needed.



The screenshot shows a web interface for logging into a teacher account. At the top, there is a search bar with a magnifying glass icon and a purple button labeled "LOG IN". Below this is a section titled "Log in to Your Account". It contains two input fields: "Username:" with a placeholder "Your username" and "Password:" with a placeholder "Your password". Below the password field is a purple button labeled "LOG IN". Underneath the button is a link that says "Lost your password?". At the bottom of the form, there is another input field with the placeholder "Your username".

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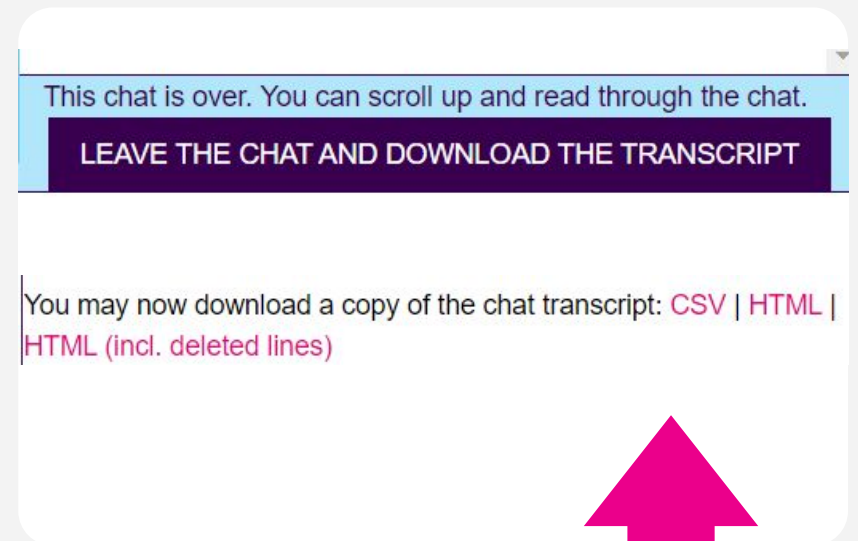
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Downloading the transcript

3. **As soon as the chat ends, a link to download the live chat transcript will be displayed.**

Once you navigate away from, or refresh the page, the link will be lost, download as soon as you can. You can download a csv, or html version.

The download link will only display if you are logged in using a teacher account.



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Transcript options

HTML

modem Hello everyone! Welcome to the Live chat

Anna Hello everyone! How is everyone doing today?

Anna What science questions do you have for me today?

student @Anna: Hello Anna! What cells do you use?

testteacher Hello Class!

- Scientist chat lines appear blue, student chat lines lilac, and moderator chat lines yellow
- Where students have used “reply”, the continuous conversation can be seen
- Deleted lines are greyed out

CSV

	A	B	C	D	E	F	G	H	I
1	timestamp	userType	userId	userName	text	deleted	id	inReplyTo	depth
2	14:52:15	moderator	modem	modem	Hello ever	FALSE	-MEwgHU		0
3	14:53:16	Scientists!	annadicks	Anna	Hello ever	FALSE	-MEwgWN		0
4	14:53:41	Scientists!	annadicks	Anna	What scier	FALSE	-MEwgbRi		0
5	14:54:56	teacher	testteache	testteache	Hello Class	FALSE	-MEwgtjm		0
6	14:56:37	student	student	student	@Anna: He	FALSE	-MEwhH_c	-MEwgbRi	1

- Needs to be opened in google sheets or excel
- Can see timestamps of messages
- Depth shows length of chat thread (where student and scientist have used reply)
- Further CSV explanation on next slide

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Using the transcript

4. Save the html file as a PDF.

To print the transcript, open the html file, and click the Print button

You can print or save as PDF by clicking the button below.

A rectangular button with a pink background and the word "Print" in white text.

Or

Save a .csv file. Guide to .csv columns:

- **Text** — The question/comment
- **Timestamp** — Time the question/comment was made
- **userId** — The students' username
- **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