

POLYTECHNIC UNIVERSITY OF PUERTO RICO

Instructor Guide: Blackboard Collaborate



Distance Education Center: Excellence in Online Teaching & Learning

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POLYTECHNIC UNIVERSITY OF PUERTO RICO

Distance Education Center



Prepared by:

- Heriberto Sanabria
Blackboard Administrator & Trainer
hsanabria@pupr.edu Ext. 389

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© Polytechnic University of Puerto Rico
P.O. Box 192017 San Juan, PR 00919-2017
Tel: (787) 622-8000 Ext. 462/243

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FOREWORD

The integration of web-based learning components with software like Blackboard™ bring added value to traditional education. Students and faculty benefit from using the communication and assessment tools. Students have a customized approach to knowledge acquisition that suits learning styles and busy schedules. Continual access to resources through online delivery and automated management tools facilitates the faculty's work and time associated with the experience. The advantages of online education make a significant impact in higher education today and, as technology evolves, promise to deliver even greater benefits in the future.

These are important concepts to think about when designing online courses:

1. Organization and chunking of content:

- a. Maintaining consistent organization throughout a course, from week to week or unit to unit, helps students learn the organization quickly and then focus on the content. The chunking of content helps people with various learning disabilities.
- b. Maintaining consistent organization from course to course also helps students focus on the content in a timely manner. Consistency can help improve a student's self-efficacy by improving their belief in self as they succeed in online courses.

2. Interaction: Do you have the following four types of interaction within a course?

- a. Student-to-student (threaded discussions, group projects)
- b. Student-to-instructor (email, up-to-date grades posted, regular feedback)
- c. Student-to-content (readings, assignments, homework), and
- d. Instructor-to-Student (email, regular feedback for assignments and homework).



Blackboard™ Learning Management System

What is a LMS?

A Learning Management System (LMS) is used to organize an online learning environment. The term "online" refers to internet and intranet environments. Typically an LMS provides the means to track users, assess performance, deploy content, and access general administrative functions such as management of user's records. Blackboard Learning Management Systems enable the creation of learning content.

A learning management system may also provide students with the ability to use interactive features such as threaded discussions, video conferencing, and discussion forums. The Advanced Distance Learning group, sponsored by the United States Department of Defense, has created a set of specifications called Shareable Content Object Reference Model (SCORM) to encourage the standardization of learning management systems.

Educational Benefits of Online Learning

According to educational research, nearly 50% of higher education institutions currently engage in some type of online learning. Academic and professional organizations agree that using web-based learning environments can offer sound pedagogical benefits.

Enhancing student-to-student and faculty-to-student communication.

Web-based education tools provide many ways to increase communication between class members and faculty, including discussion boards, chats, and e-mails. Researchers have found that adding these elements to a course increases student motivation and participation in class discussions and projects. Students are "more willing to participate [due to] a measure of anonymity, which serves as a motivator... people feel more empowered. They are daring and confrontational regarding the expression of ideas," (Kubala, 1998).

Students share perspectives

Online forums, like Blackboard's Discussion Board and Chat, provide public areas to post information. Each student can view another student's answers and learn through the exposure to different perspectives. This benefits students because they can combine new opinions with their own, and develop a solid foundation for learning. Research supports that "as learners become aware of the variations in interpretation and construction of meaning among a range of people [they] construct an individual meaning, " (Alexander, 1997).

Students experience a sense of equality

Another benefit to using web-based communication tools is to give all students a reinforced sense of equality. Each individual has the same opportunity to "speak up" by posting messages without typical distractions such as seating arrangements, volume of student voices, and gender biases. Shy and anxious students feel more comfortable expressing ideas and backing up facts when posting online instead of speaking in a lecture room. Studies prove that online discussions provoke more confrontational and direct communication between students.

Enabling student-centered teaching approaches.

Every student has a unique learning style. Some students are visual learners. Some learn better when they "learn by doing." Web-based learning environments permit the instructor to build one course, yet implement a variety of resources, so students can utilize materials in whichever way works best for them. *For example:* Instructors can use Blackboard's Course Documents and Course Information areas to post all sorts of support documents for students, including handouts, audio clips, java applets, reserved readings, and lecture notes. If this information is available to the students, they can access content and review it at a self determined pace.

Provide opportunities for exploration

Instructors can also provide increased opportunity for student exploration and activity learning by putting related web sites into Blackboard's External Links feature. When instructors reference these types of web sites, content reinforcement is provided as students can see how course material is utilized in "real world" situations.

Providing just-in-time methods to assess and evaluate student progress.

Learner assessments are essential in education. Tests and surveys inform the instructor whether teaching methods and course structures are successful. These assessments also determine if student progress is satisfactory. Online assessment tools provide instructors with many ways to build, distribute, and compile information quickly and easily.

For example: An instructor assigns students to watch a political debate on television at 8pm on Sunday night. He wants to assess students' opinion of the issue to discuss during Monday's lecture. The instructor creates a short poll using Blackboard's Quiz/Survey engine. After the show, students log in and complete the survey. The results are tallied automatically and available for the instructor in plenty of time for lecture.

Source:

Blackboard Inc., Educational Benefits of Online Learning. 2009 <http://www.blackboard.com>

Blackboard Collaborate

Supported Browsers for Blackboard Collaborate Ultra

Blackboard Collaborate with the Ultra experience is based on modern web technologies including HTML 5 and WebRTC. You don't need to install Java or a launcher.

For the best experience **use Google Chrome™ or Firefox® (versions 49+)**.

Browser support		
Browser	Audio/Video	Application Sharing
Chrome™ versions 54+ On Windows® and Mac®	Supported with High Quality Shows most videos in conference layout	Share and View
Firefox® versions 49+ On Windows, Mac, and Linux®	See two videos: the speaker and your own	Share and View
Firefox® On Windows, Mac, and Linux® With Flash® versions 17+	See two videos: the speaker and your own	View Only
Safari® With Flash versions 17+	See two videos: the speaker and your own	View Only
Internet Explorer® With Flash versions 17+ IE 10 is not supported.	See two videos: the speaker and your own	View Only
Microsoft Edge® With Flash versions 17+	See two videos: the speaker and your own	View Only

Mobile devices

Browsers on mobile devices are supported on Windows® touch devices such as the Surface at this time. Users can choose to use either the [Blackboard app](#), [Blackboard Instructor](#), or the device browser.

Creating a Blackboard Collaborate Ultra Scheduling Manager

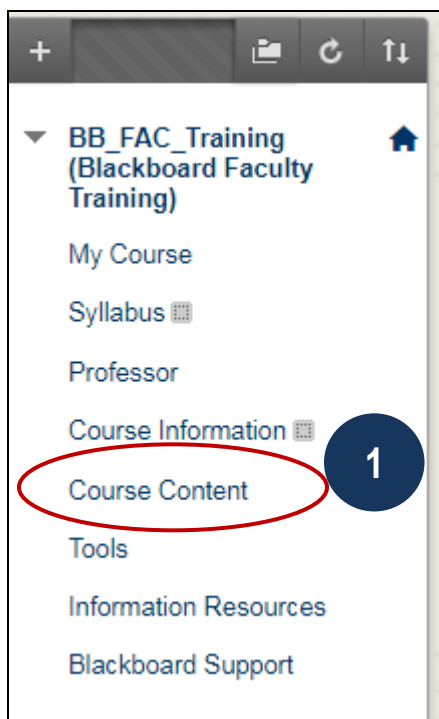
Blackboard Collaborate is a real-time video conferencing tool that lets you add files, share applications, and use a virtual whiteboard to interact. Collaborate with the Ultra experience opens right in your browser, so you don't have to install any software to join a session.

Note: For the best experience use Google Chrome™ or Firefox® (versions 49+).

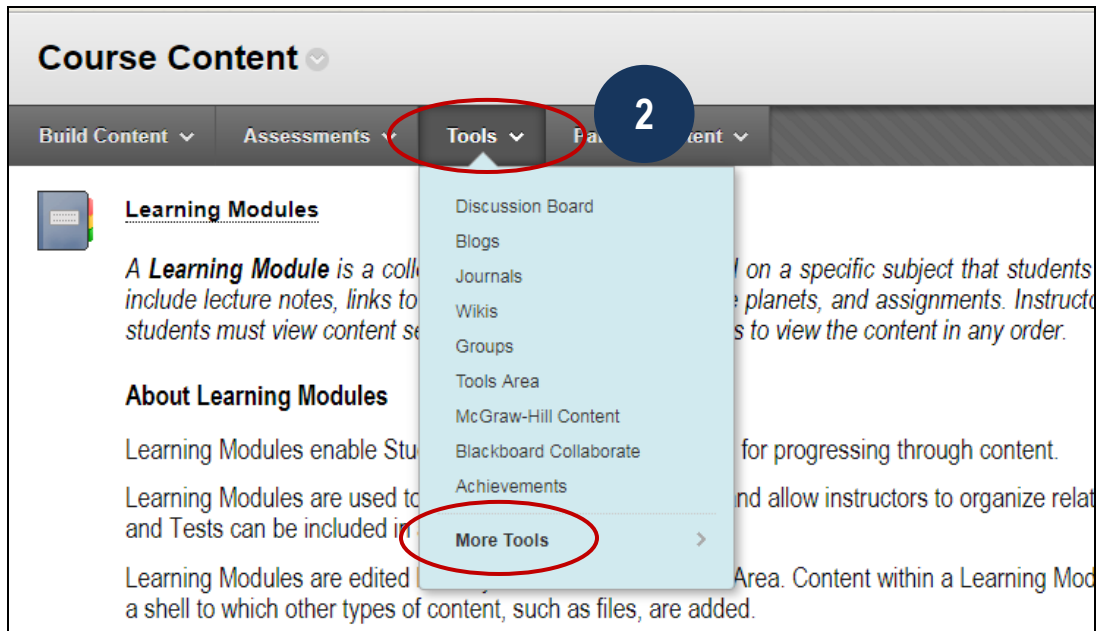
The scheduler is where you schedule and manage your sessions and recordings. It is the Ultra experience of the Session Administration System (SAS). Here you'll encounter an intuitive design for scheduling sessions in the Ultra experience and viewing recordings.

To create a Blackboard Collaborate Scheduling Manager, select the course that will host the Scheduling Manager.

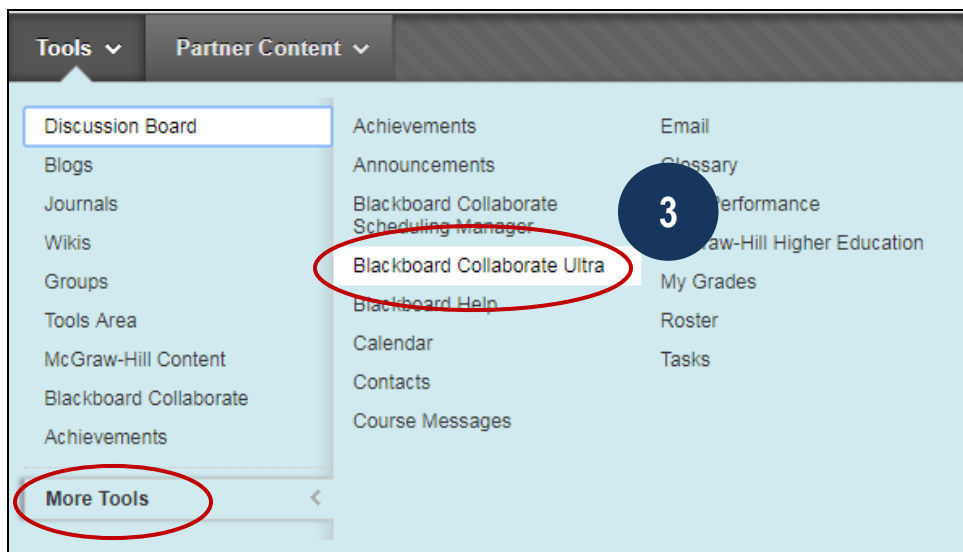
1. From your course menu located at right side of your screen, select the **Course Content** Menu.



2. Click on the **Tools** menu from the **Course Content** window and click on the **More Tools** option.



3. Click on the **Blackboard Collaborate Ultra** option from the **More Tools** menu.



4. Provide a **Link Name** for the Blackboard Collaborate Ultra Scheduling Manager.
5. Provide a **Text** description for the Scheduling Manager.

Create Link: Blackboard Collaborate Ultra

** Indicates a required field.*

LINK INFORMATION

Link Name

Color of Name

Link Tool: Blackboard Collaborate Ultra

Text
For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

6. Configure the **Availability** options for the Scheduling Manager link, **Track Number of Views** and **Date Restrictions** options.
7. Click on **Submit** to save Scheduling Manager link options.

OPTIONS

Available ☒ Yes ☐ No

Track Number of Views ☐ Yes ☒ No

Date Restrictions

☐ Display After
Enter dates as mm/dd/yyyy. Time may be entered in any increment.

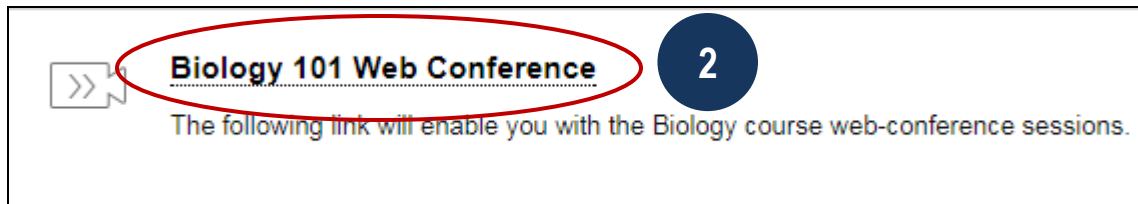
☐ Display Until
Enter dates as mm/dd/yyyy. Time may be entered in any increment.

Click **Submit** to proceed. Click **Cancel** to go back.

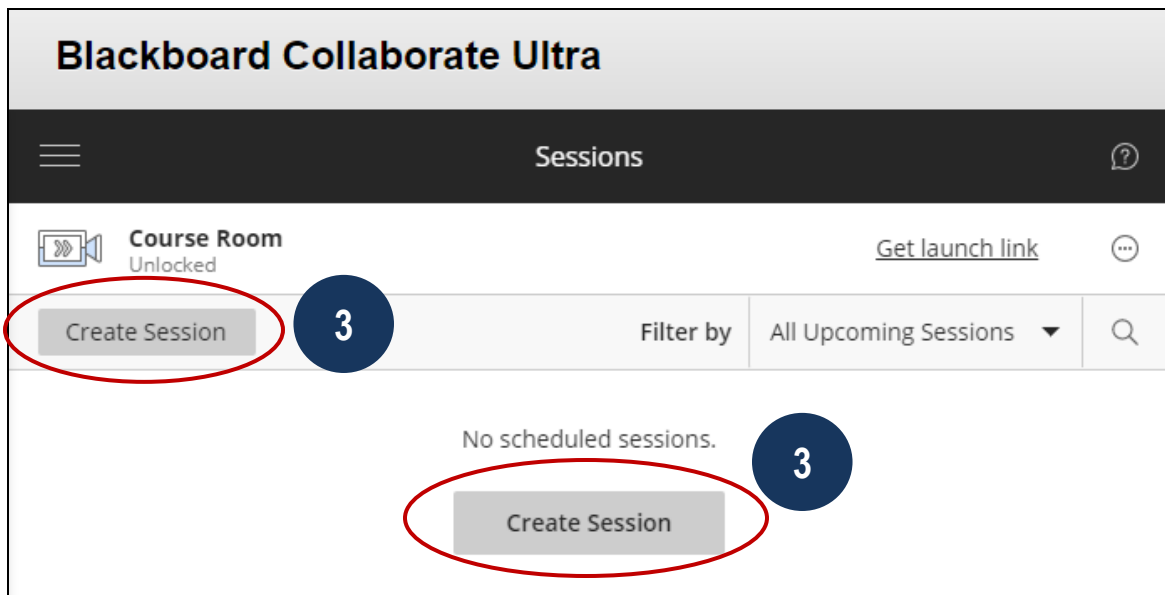
Creating and Configuring a Blackboard Collaborate Ultra Session

Once you have created a Collaborate Scheduling Manager you are ready to create individual session on your course.

1. From the **Course Content** menu of your course, search for the Collaborate Scheduling Manager created previously.
2. Click over the name of the Collaborate Scheduling Manager.



3. Click on the **Create Session** option to create a new session for your course.



4. Name your Collaborate Session
5. Determine the **Guest Role** that guest will have during the Collaborate session (Participant, Presenter, Moderator).
6. Determine the **Start** and **End** date of the session.

The screenshot shows the Blackboard Collaborate Ultra interface for creating a session. The interface includes a sidebar on the left with a 'Course Room' section and a 'Sessions' section. The main area displays a table of sessions. On the right, a sidebar contains settings for the selected session, 'Week 1 Web Conference'.

Session Table:

Name	Starts	Ends
Week 1 Web Conference	11/20/17, 2:33 PM	11/20/17

Session Settings (Week 1 Web Conference):

- Guest access:** ☒
- Guest role:** Participant (selected from dropdown: Participant, Presenter, Moderator)
- Guest link:** [https://...](#)
- Start:** 11/20/17, 2:33 PM
- End:** 11/20/17, 3:33 PM
- ☐ No end (open session)
- ☐ Repeat session
- Early Entry:** 15 min before start time
- [Provide a description](#)

Numbered callouts in the image indicate the following steps:

4. Name your Collaborate Session (points to the session name field).
5. Determine the **Guest Role** that guest will have during the Collaborate session (Participant, Presenter, Moderator) (points to the Guest role dropdown).
6. Determine the **Start** and **End** date of the session (points to the Start and End date/time fields).

7. Determine the **Default Attendee Role** that students will have during the Collaborate session (Participant, Presenter, Moderator).
8. Set **Recording** options, **Moderator permissions** options, **telephony** options and **Private Chat** options.
9. Click on **Save** to save the session.

Session Settings

Default Attendee Role

Presenter

Participant

Presenter

Moderator

☐ Anonymize chat messages

Moderator permissions

☐ Show profile pictures for moderator only

Participants can:

☒ Share audio

☒ Share video

☒ Post chat messages

☒ Draw on whiteboard and files

Enable session telephony

☒ Allow attendees to join the session using a telephone

Private Chat

☐ Participants can only chat privately with moderators

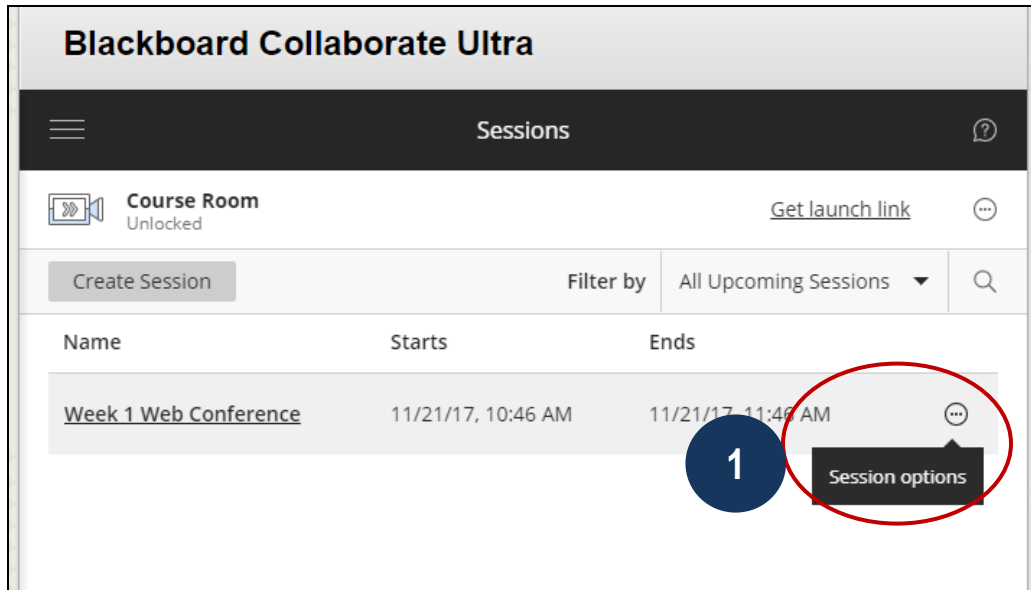
☐ Moderators supervise all private chats

⚠ Please correct the errors in the form before saving.

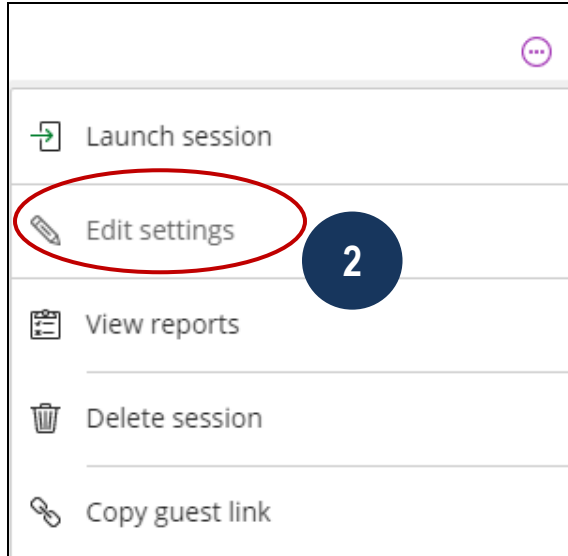
Cancel Save

Editing a Blackboard Collaborate Session

1. From the Scheduling Manager Room click on the Session options  icon, from the selected session.



2. Click on the Edit settings menu.



3. Complete the necessary changes to the session and click on Save to save changes.

Week 1 Web Conference

☒ Guest access

Guest role
Participant

Guest link
https://us.bbcollab.cc

Event Details

Start
11/21/17 10:46 AM

End
11/21/17 11:46 AM

☐ No end (open session)

☐ Repeat session

Early Entry
15 min before start time

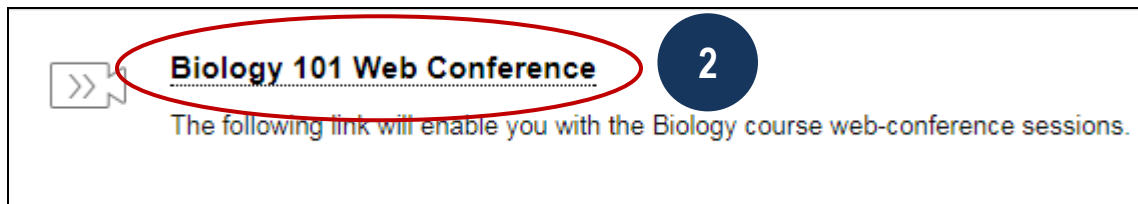
[Provide a description](#)

Session Settings

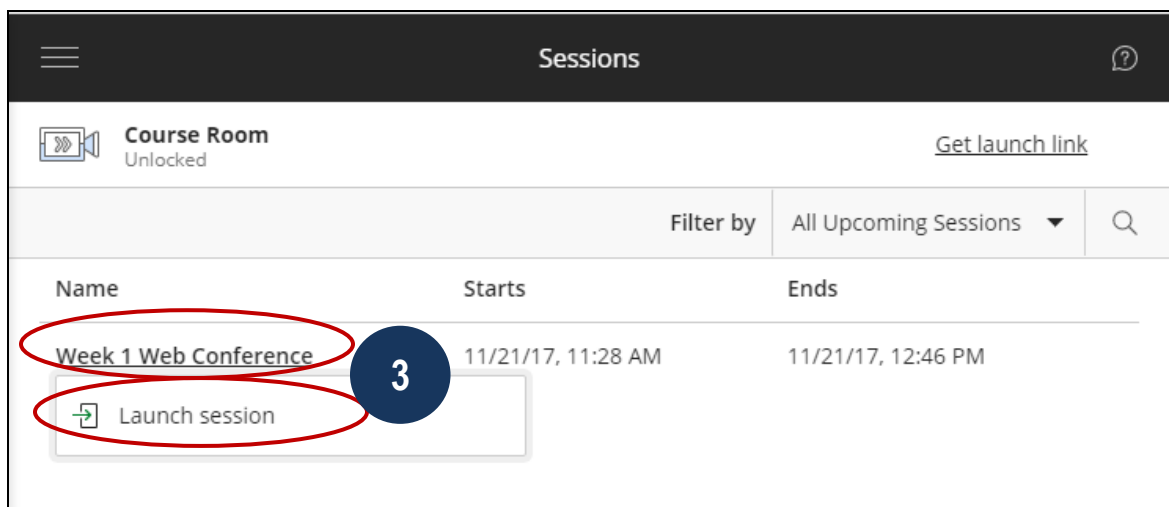
Delete Save

Connecting to a Blackboard Collaborate Ultra Session

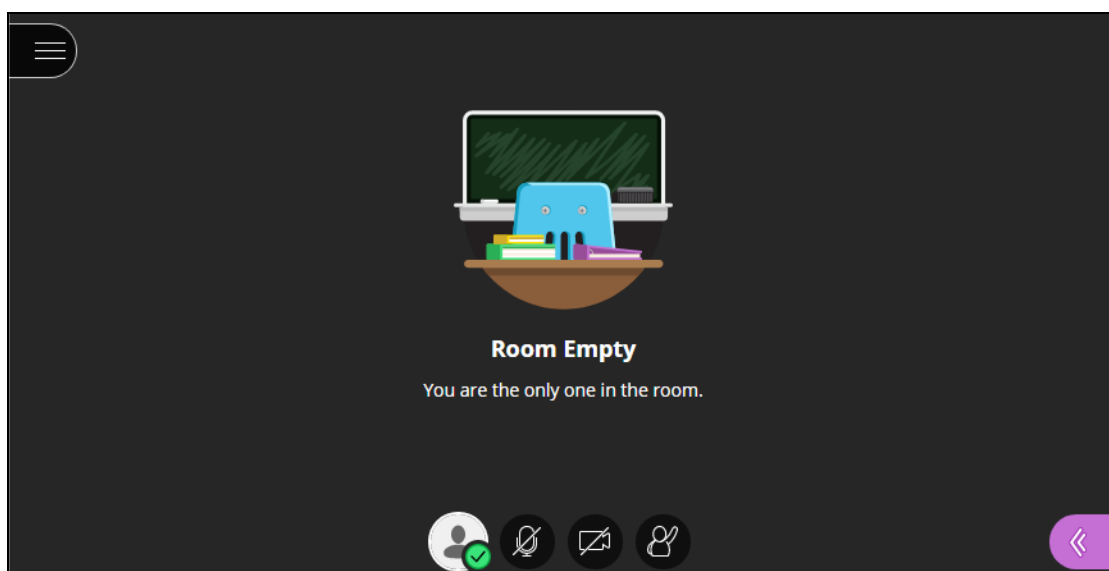
1. From the **Course Content** menu of your course, search for the Collaborate Scheduling Manager Room.
2. Click over the name of the Collaborate Scheduling Manager Room.



3. Click over the **Session Name** and click on **Launch session** to initiate the session.



4. The Blackboard Collaborate Session will display.

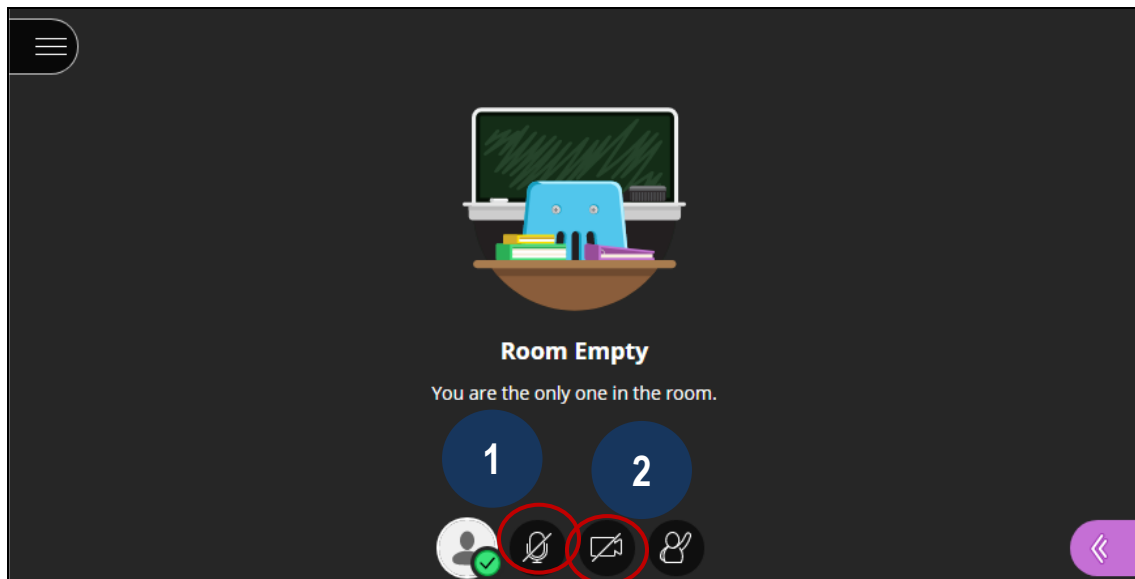


Sharing audio and video in a Blackboard Collaborate Session

Note: You must give the browser permission to use audio and video to participate in a session. This is necessary so that you are seen and heard.

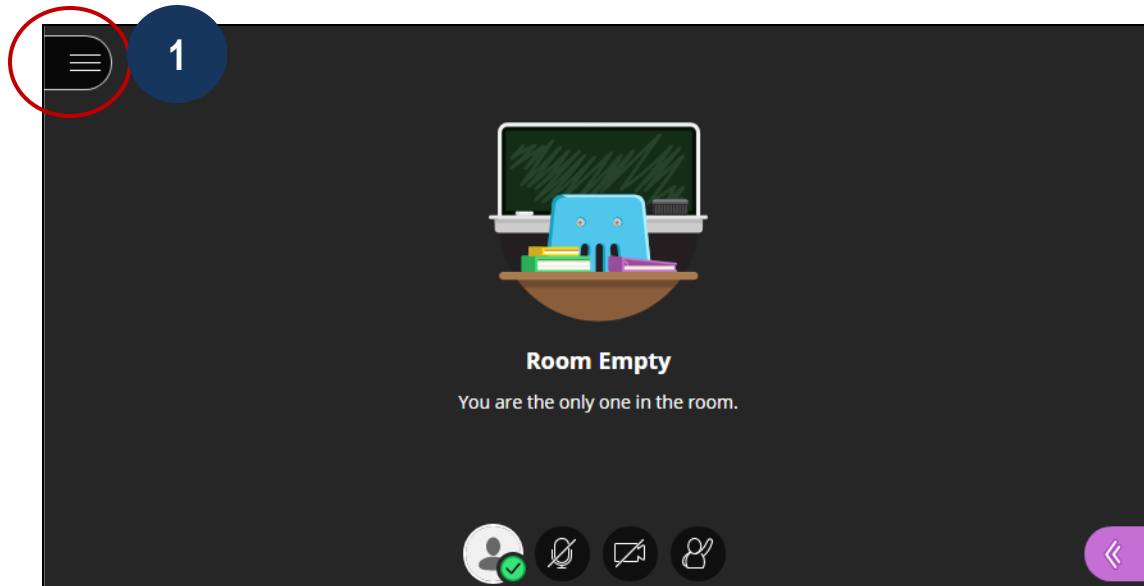
You'll be asked to do this when you first join a session or when you first go to share your audio or video.

1. Once connected to a Blackboard Collaborate Session, click on the microphone icon to turn your microphone on and share your audio.
2. Click on the camera icon to turn your video on and share your video.

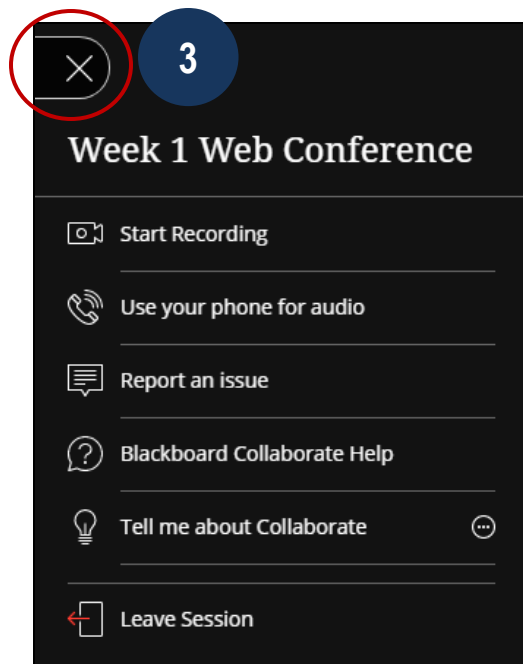


Using the Session Menu

1. To open the **Session Menu**, click on the  **Open Session menu** icon located at the upper left of the Blackboard Collaborate Session.

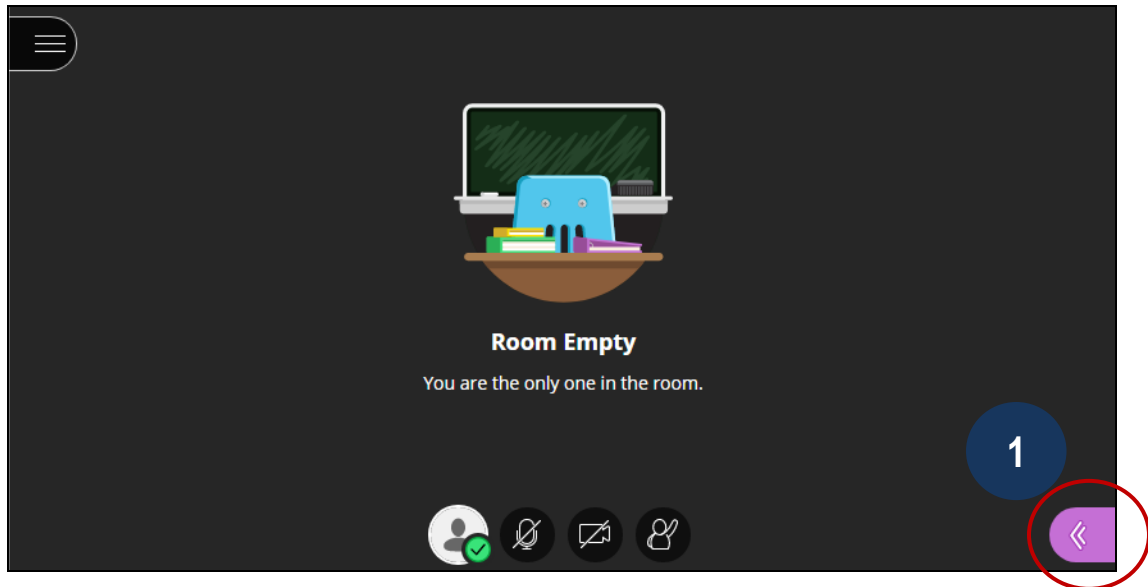


2. The **Session Menu** display.
3. To close the Session menu, click on the  **Close Session Menu** icon.

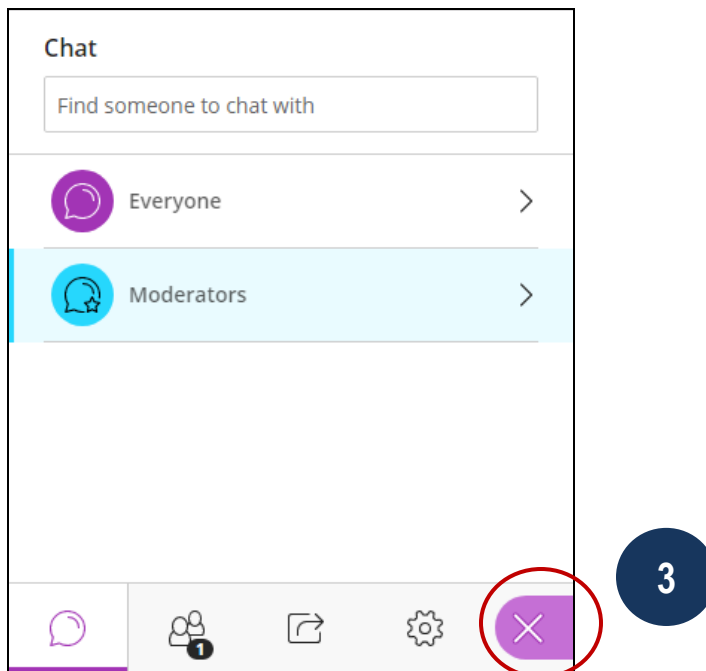


Using the Collaborate Panel

1. To open the **Collaborate Panel**, click on the **Open Collaborate panel** icon  located at the bottom right of the Blackboard Collaborate Session



2. The **Collaborate panel** display.
3. To close the **Collaborative panel**, click on the  **Close Collaborative panel** icon.



Recording a Collaborate Ultra Session

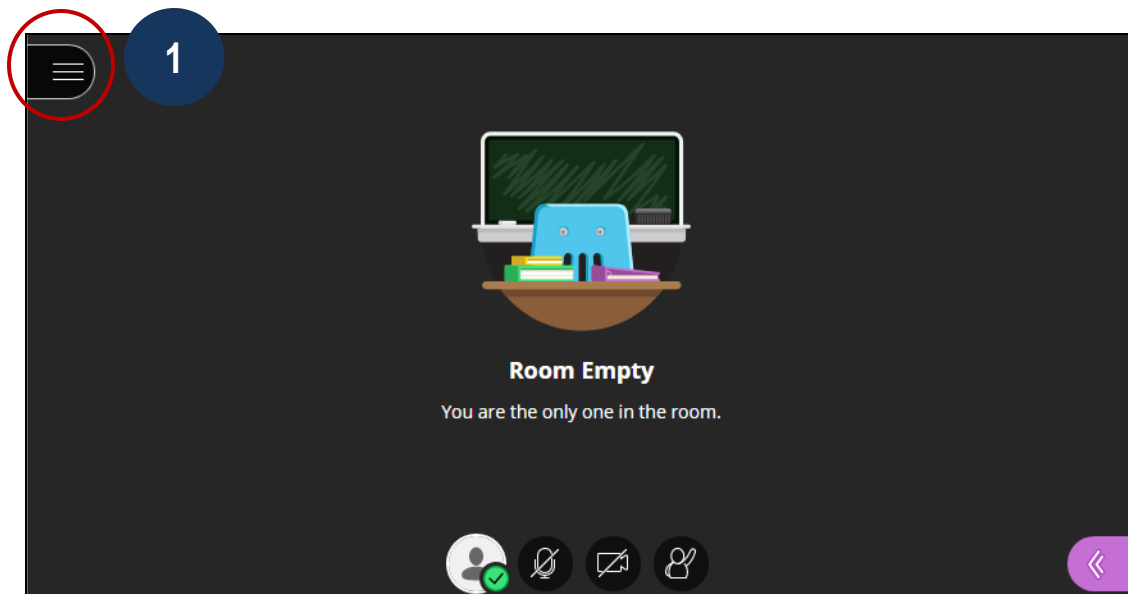
Record your sessions so that your students can access presentations whenever they need them. Stop and restart whenever you need to, and when finished, post the session to your course page.

Recordings capture the audio, video, and any content that is shared during a session. Recordings also capture any real time captions or chat available during the session.

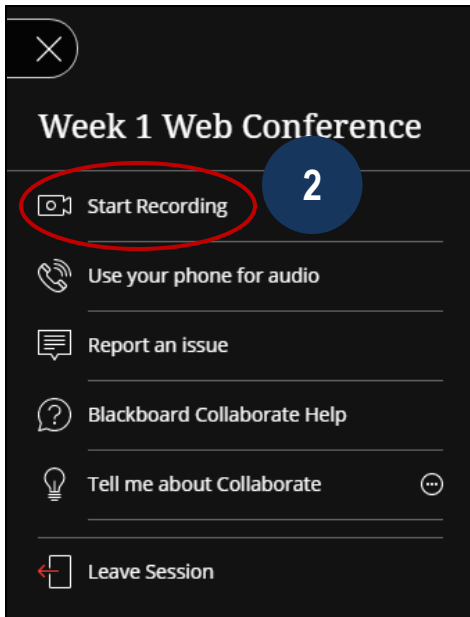
Note: If you are sharing a file, allow 8 seconds for the recording to include the shared file before moving on.

Recording a session

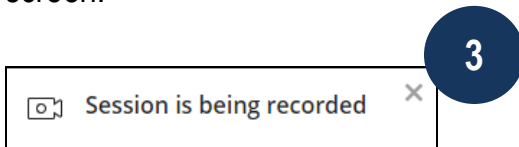
1. Click on the  **Open Session menu** icon located at the upper left of the Blackboard Collaborate Session.



2. Select and click on the **Start Recording** option.



3. The **Session is being recorded** message will be displayed at the right side of your screen.



Note: Recorded sessions are saved as MP4s. Recordings include activity in the live session.

- Audio
- Any content shared or active speaker video
- Captions entered during the live session
- Chat messages in the Everyone channel

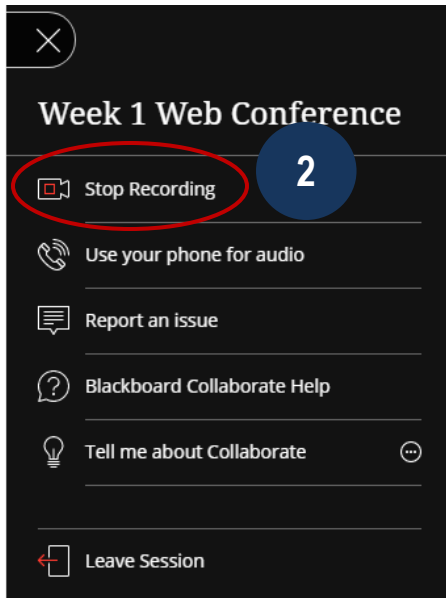
Only moderators can record sessions. Everyone can view the recordings from any device as often as they want. There are no view limits.

Recordings are saved on the same page you joined your session from and may access once the session has closed.

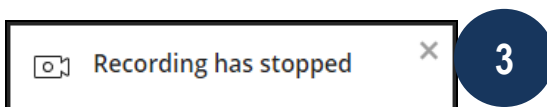
If the moderator has allowed session recording downloads, you can now download recordings from the recording player Recording menu.

Stop Recording a Session

1. Click on the  **Open Session menu** icon located at the upper left of the Blackboard Collaborate Session.
2. Select and click on the **Stop Recording** option.



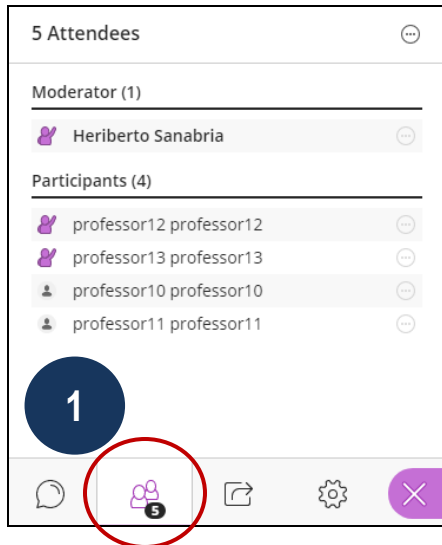
3. The **Recording has stopped** message will be displayed at the right side of your screen.



Sharing content a chatting in a Collaborate Ultra Session

Viewing the attendees of a session

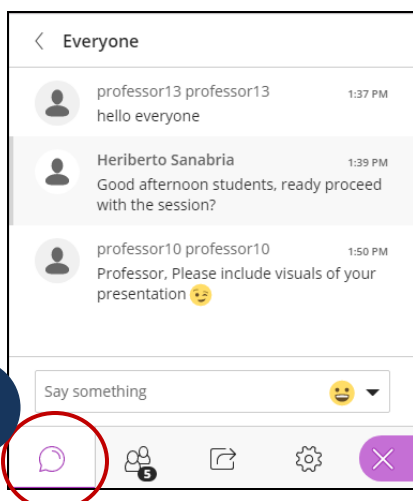
1. Using the Collaborate panel, click on the **Attendees** icon  to see the attendance list.



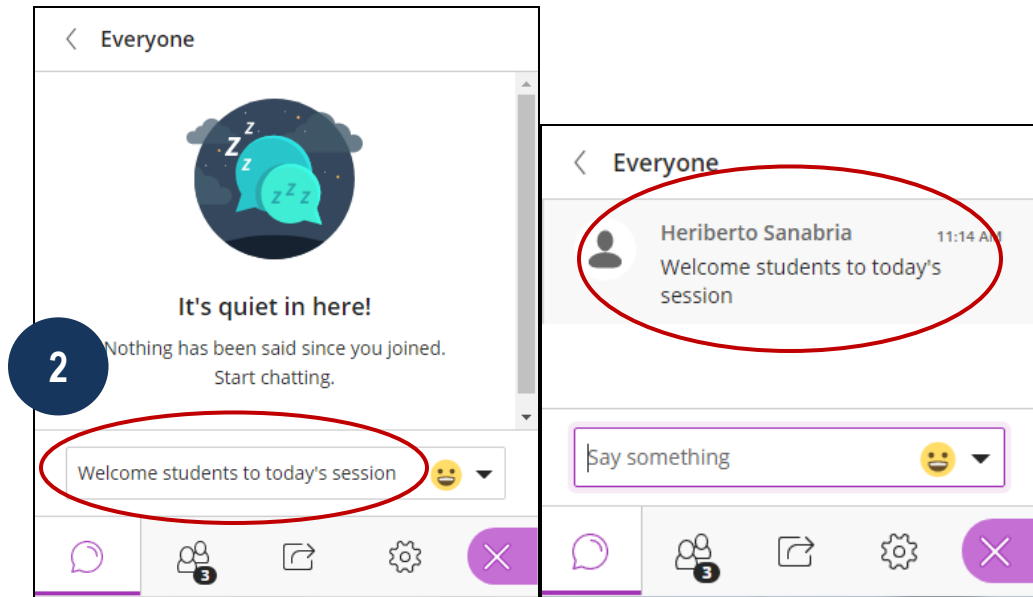
Chatting in a session

Most students are extremely comfortable with some form of text-based communication. You may see students participate who might be hesitant to speak up in audio/video settings.

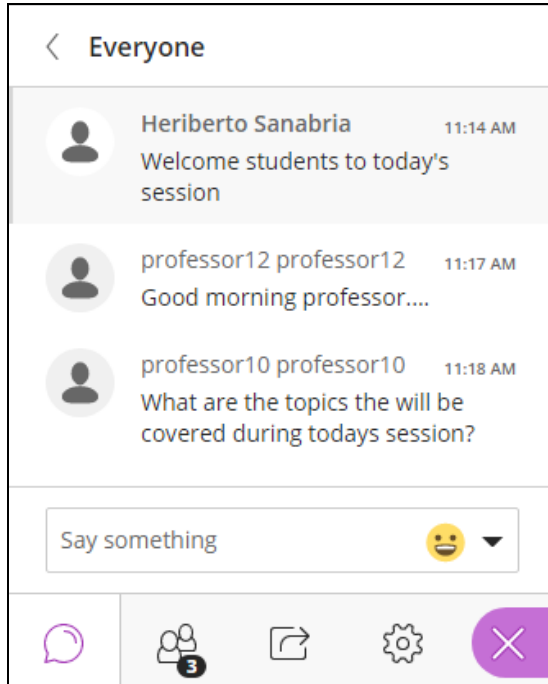
1. Using the Collaborate panel, click on the **Chat** icon  to initiate the chat.



2. Click on the conversation bar to start typing your conversation, press the **Enter** key to publish your conversation.



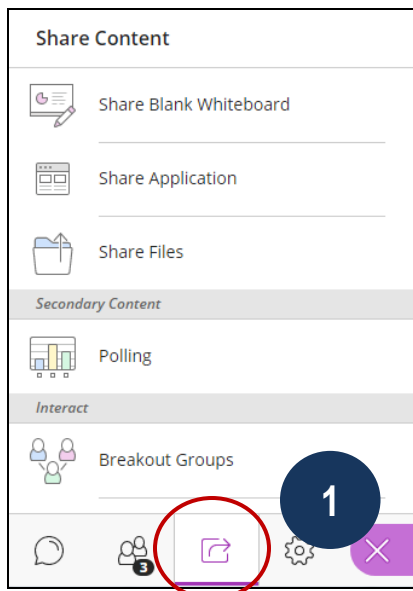
3. The **Everyone** conversation will be available to all students connected to the session.



Sharing Content in a session

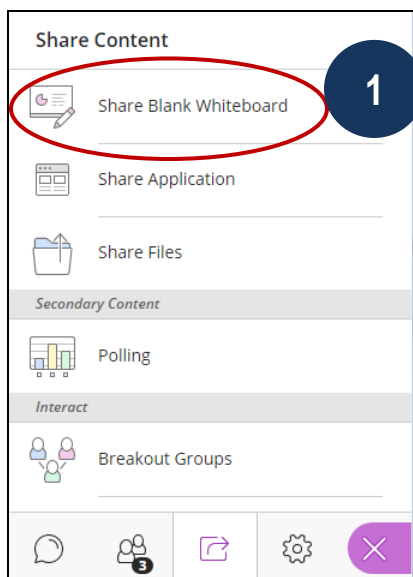
Note: For best performance Upload GIF, JPEG and PNG images, PDF files, or PowerPoint presentations of **60MB or lower** to your session.

1. Using the Collaborate panel, click on the **Share Content** icon  to view the Share Content view.

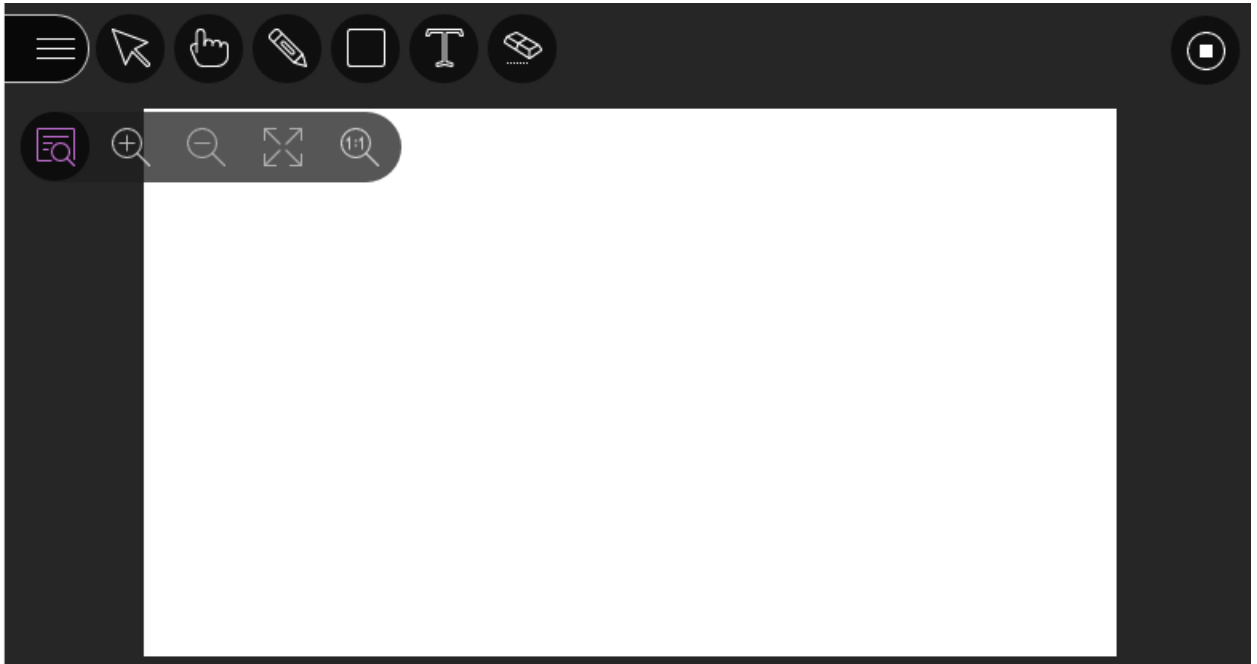


Sharing and using the session Whiteboard

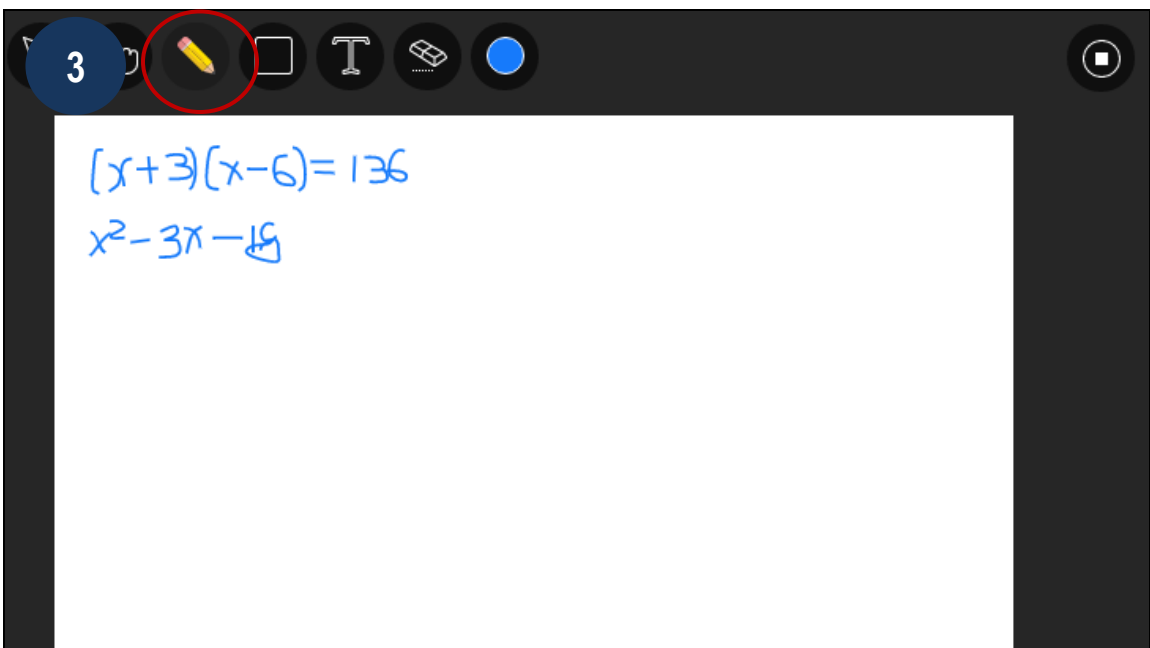
1. From the Share Content view click on the **Share Blank Whiteboard** option.



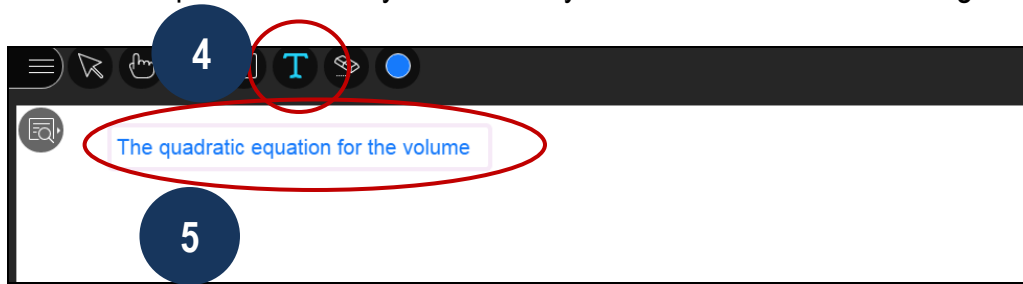
2. The whiteboard will be displayed on screen and it will be available to all students.



3. To write on the whiteboard, click on the **Pencil** icon , click and hold your mouse cursor to write on the whiteboard.

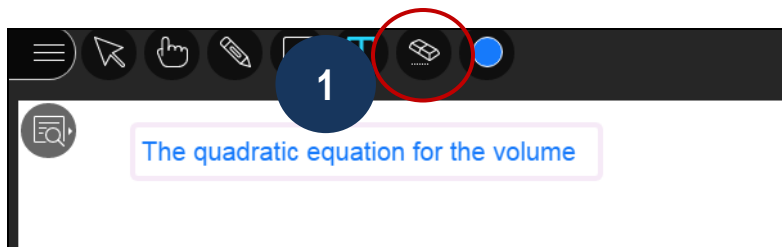


4. To write text on the whiteboard, click on **Text** tool .
5. Click on the position where you will write your text and then start writing.



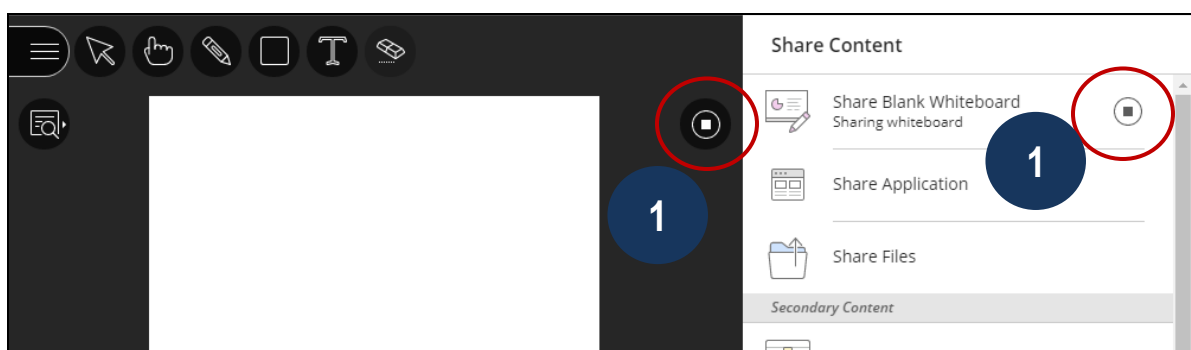
Deleting Content from the Whiteboard

1. To delete content from the whiteboard click on the **Clear** tool , **Note:** The Clear tool will delete all the content of the Whiteboard.



Stop sharing the Whiteboard

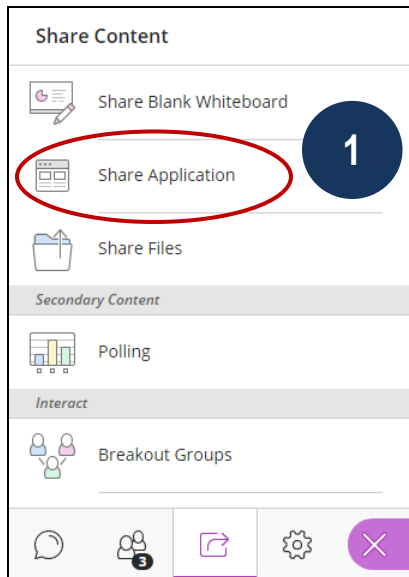
1. To stop sharing the Whiteboard, click on the **Stop Sharing** icon .



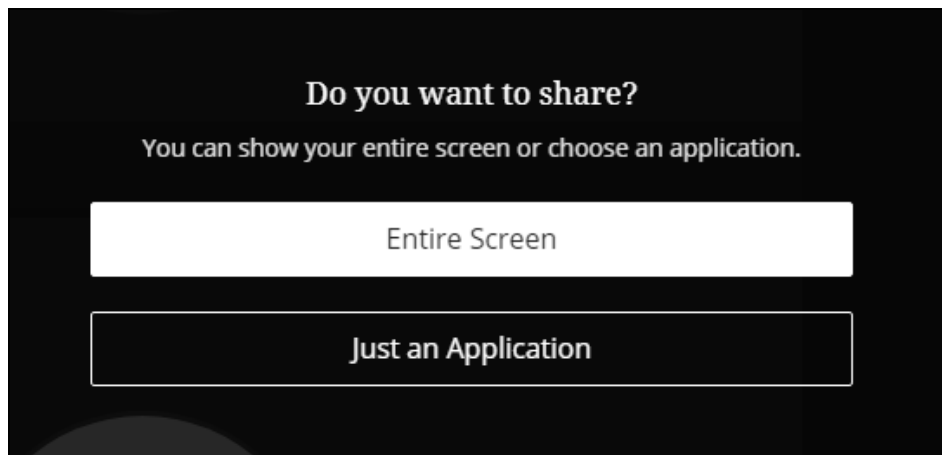
Sharing Application in a Collaborate session (Entire Screen)

Note: Before sharing applications through a Collaborate session, the applications should have been open prior to share.

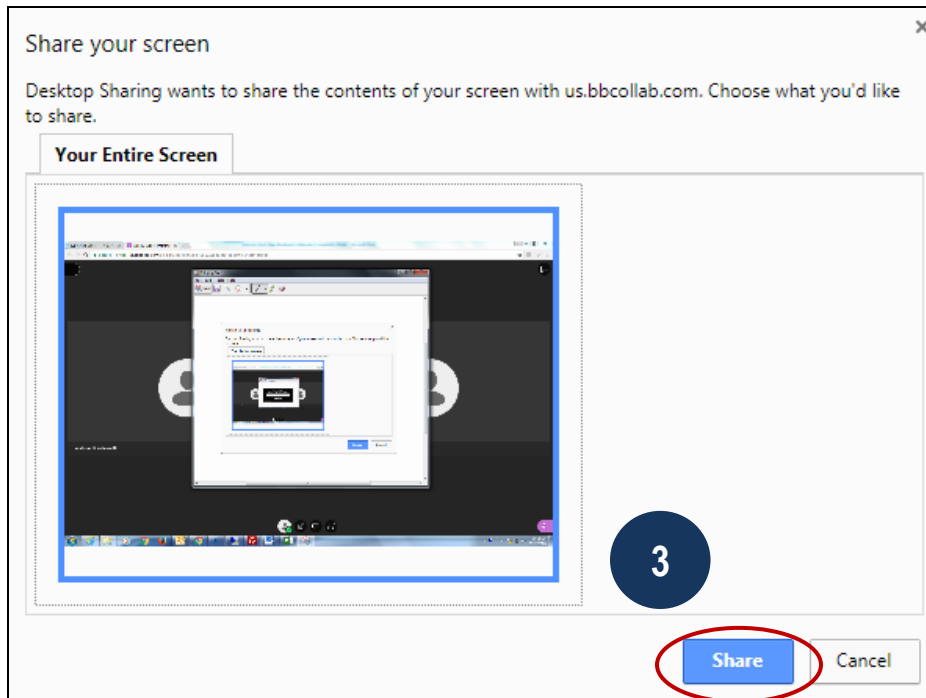
1. From the Share Content view click on the **Share Application** option.



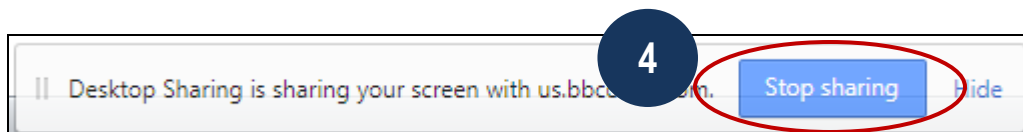
2. Select from sharing your **Entire Screen** or **Just an Application**.



3. To share the **Entire Screen**, click on **Share** to start sharing your entire screen.



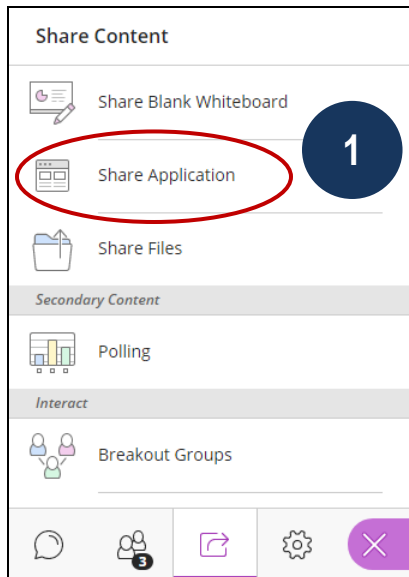
4. To stop sharing your screen, click on the **Stop sharing** option located at the bottom of your screen



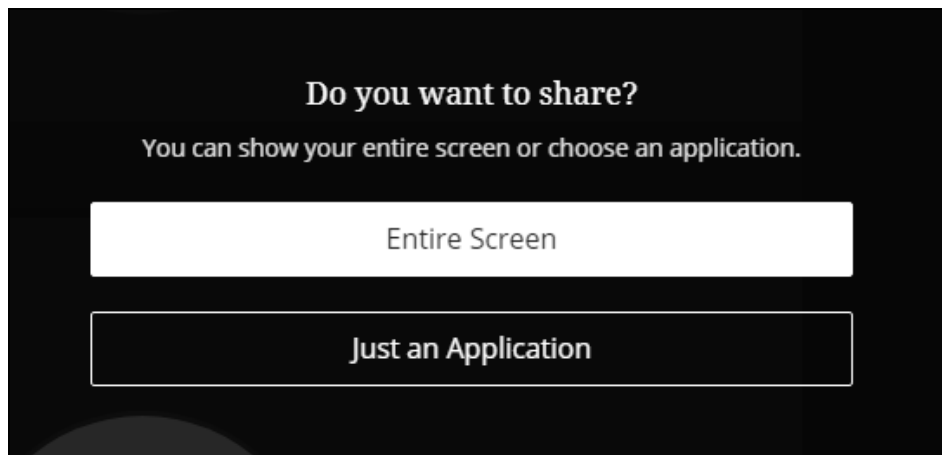
Sharing Application in a Collaborate session (Just an Application)

Note: Before sharing applications through a Collaborate session, the applications should have been open prior to share.

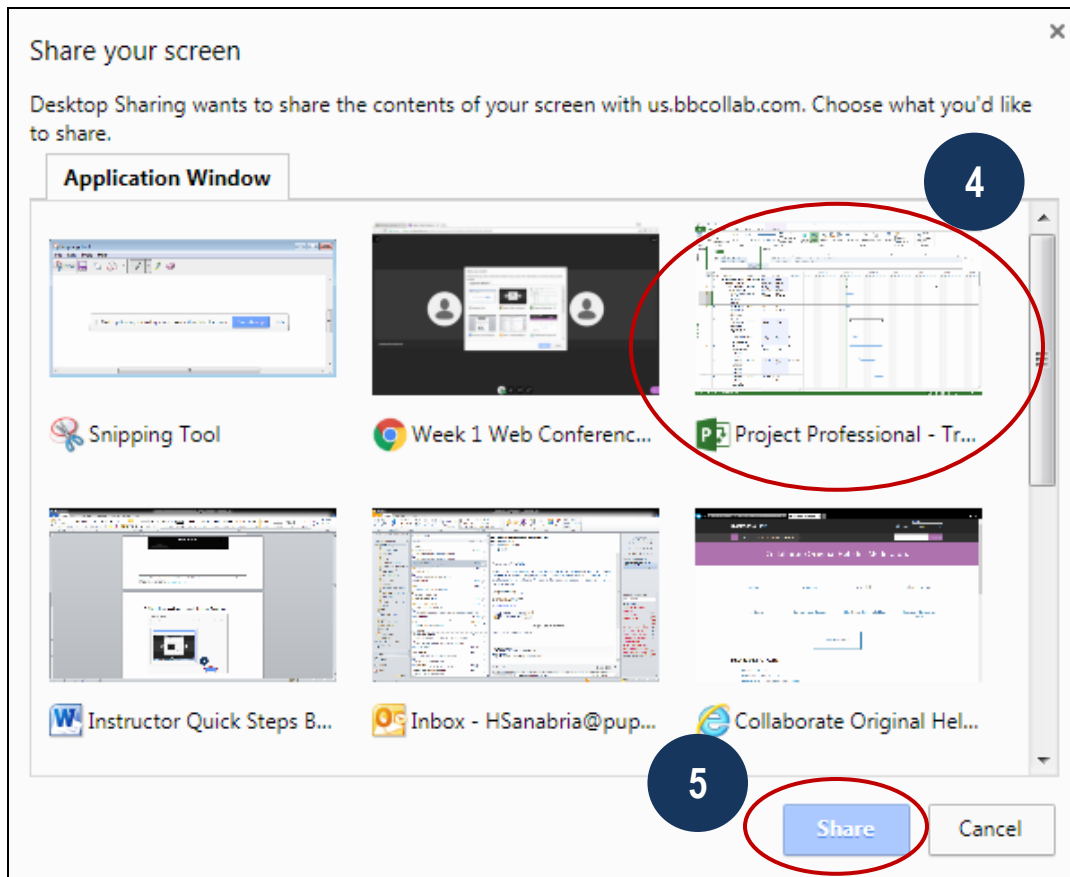
1. From the Share Content view click on the **Share Application** option.



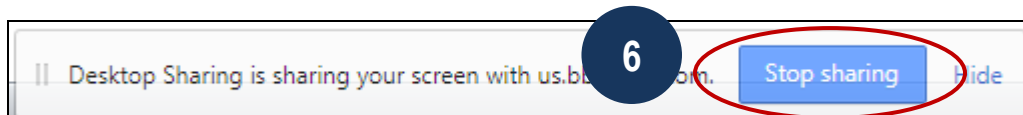
2. Select from sharing your **Entire Screen** or **Just an Application**.



3. Click on **Just an Application** to start sharing a specific application.
4. Select the specific application to share.
5. Click on **Share**.



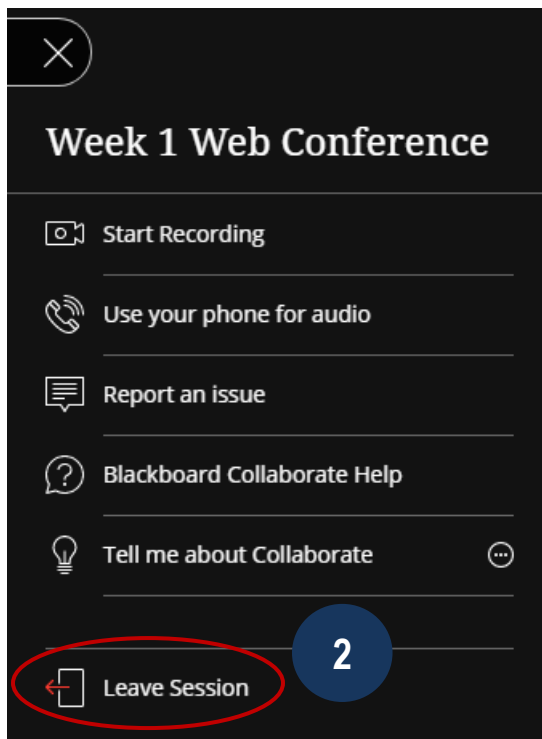
6. To stop sharing the selected application, click on the **Stop sharing** option located at the bottom of your screen



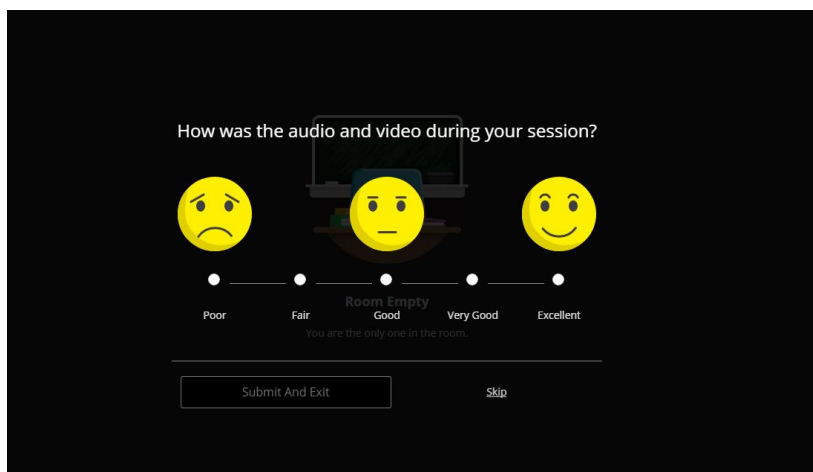
Leaving a Collaborate Ultra Session

Leaving a session

1. Click on the  **Open Session menu** icon located at the upper left of the Blackboard Collaborate Session.
2. Click on the **Leave Session** option.



3. Answer the **How was the audio and video during your session?** question and click on **Submit And Exit** or omit the question and click on **Skip**.



4. The Blackboard Collaborate session has ended.

