



Blackboard Collaborate Essentials

Blackboard Collaborate 11

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Part One: Getting Started

As a participant in a Blackboard Collaborate session, you can interact with the presenter and other participants in a synchronous, media-rich environment. Through the participant experience, you will gain an understanding of what your participants will need to know to take part in the web conferencing sessions that you conduct.

Blackboard Collaborate Overview

In Part One, we will explore Blackboard Collaborate, examine its technical requirements, and take a closer look at both the Participant and the Moderator perspectives. First, let's make sure you have everything you need.

Readiness Checklist:

- Training Manual
- Headset with integrated microphone
- Computer connected to the Internet

Now that you have everything you need to complete this workshop, let's get started.

What is Blackboard Collaborate?

Blackboard Collaborate™ gives you the functionality you need to support a 21st century teaching and learning environment, such as two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, rich media, breakout rooms, and session recording. Educators and students can engage as if they were in a traditional classroom, with as good as, or even better, outcomes.

What are the Technical Requirements for Blackboard Collaborate?

Windows:

Supported OS's and recommended versions of Java

- Windows
 - Windows XP (32 bit with 32 bit JVM)
 - Windows Vista (32 bit with 32 bit JVM)
 - Windows Vista (64 bit with 64 bit JVM)
 - Windows 7 (32 bit with 32 bit JVM)
 - Windows 7 (64 bit with 64 bit JVM)
- Pentium III 1 GHz processor
- Sun Java 1.5.0_17 or Sun Java 1.6.0_12 and greater is what is recommended

Macintosh:

Supported OS's and recommended versions of Java

1. Mac
 - OS X 10.5 (32 bit with 32 bit JVM)
 - OS X 10.6 (64 bit with 32 bit JVM)
 - OS X 10.6 (64 bit with 64 bit JVM)
2. G4, G5 or Intel processor
3. Apple Java 1.5.0_16 (J2SE5 - 32 bit), Apple Java 1.6.0_07 (J2SE6 - 64 bit)

In addition, all clients require:

- 256 MB of free RAM
- 20 MB free disk space
- 28.8 kbps Internet connection
- Speaker and Microphone, headsets are preferred
- Supported Document Versions

For technical support please visit our Support Portal at <http://support.blackboardcollaborate.com> where you can search our knowledge base, submit a ticket, chat with a support representative or call our help desk.

How Do I Get Started?

There are three ways to log in to a Blackboard Collaborate session: 1) via integration with a Course Management System, 2) via the Session Administration System (SAS) or 3) via a direct connection using an URL to the session.

After connecting to the web conferencing session, you will need to do the following:

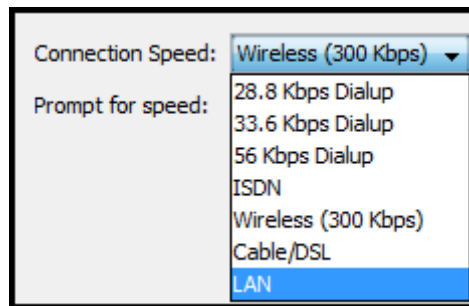
1. Set your connection speed
2. Run the Audio Setup Wizard
3. Create a Profile

Connection Speed


The first time you join a session, the Select connection speed dialog box appears prompting you to select the connection speed that you will be using. After you exit the session, the connection speed is automatically saved with the preferences. If you will be changing locations, for example moving from a LAN connection at work to a Wireless connection at home, you must change your connection speed to reflect the change in location.



The Connection Speed can also be set from the Preferences menu (PC users – Edit > Preferences and MAC users – Blackboard Collaborate > Preferences) Visit the [On Demand Learning Center](#) for more detailed information.



Audio Setup Wizard

To verify that your audio is set up correctly, we recommend that you use the Audio Setup Wizard. The wizard will allow you to select input and output devices and test your microphone and speakers and adjust the levels if necessary. The wizard is located in the Tools menu select Audio > Audio Setup Wizard, or can be accessed through the  button located on the Audio & Video Panel. A series of panels will guide you through the process.

Q: When should I run the Audio Setup Wizard?

A: You should run the Audio Setup Wizard each time you join a Blackboard Collaborate session.

Q: Should I run the Audio Setup Wizard if I make changes to my computer?

A: Yes. During the course of a normal work day, you might watch a YouTube video, unplug your headset, plug in a new peripheral, mute your microphone, turn down the volume on your speakers, all of these actions can impact the session audio.

Q: Should I run the wizard again if I am experiencing audio difficulties with the session?

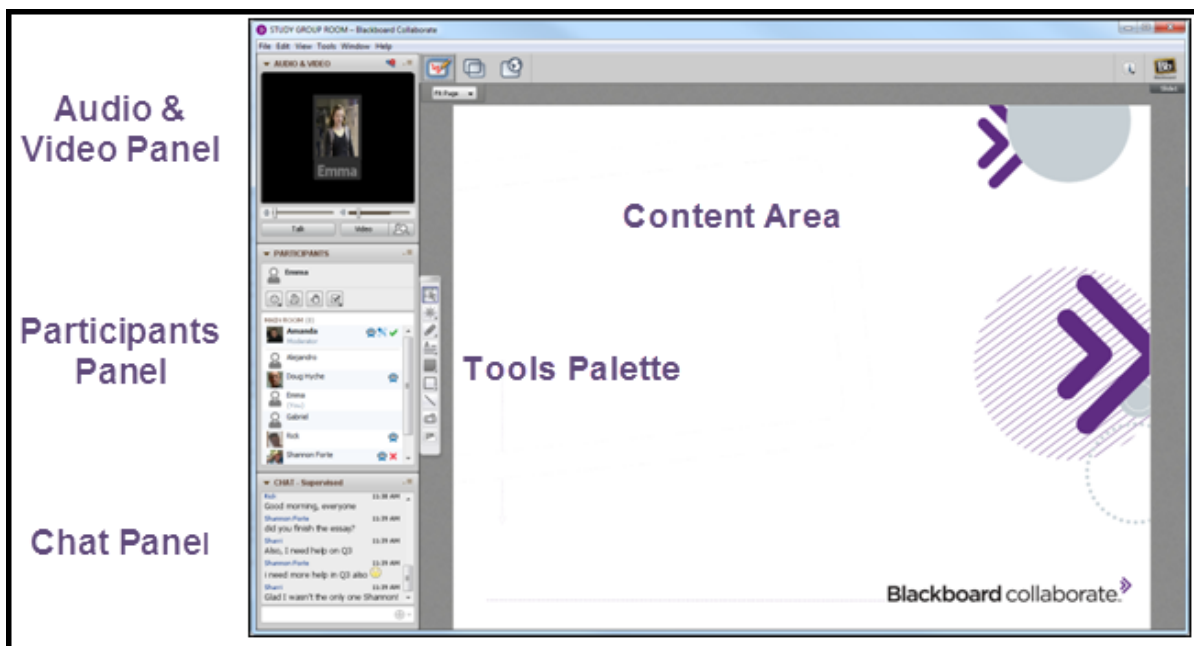
A: Yes. Your first step in resolving audio difficulties is by running the wizard. If this does not resolve the problem, contact Blackboard Collaborate's 24x7 support team. Go to <http://support.blackboardcollaborate.com> to locate the Support Portal from there you can search our knowledge base and submit a ticket.

Profile

The User Profile feature allows users to publish information about themselves and to view information provided by others. The Moderator controls which profiles are displayed. This is done by selecting **Tools > Profile > Show Profiles**. The user's profile appears as a pop-up in the Participants List. To view a user's profile, hover your mouse over the Participant's name. To create a profile, go to **Preferences > My Profile** or select **Edit Profile** from the Participants Options menu.

Part Two: Orientation to the Room

Blackboard Collaborate – Participant View

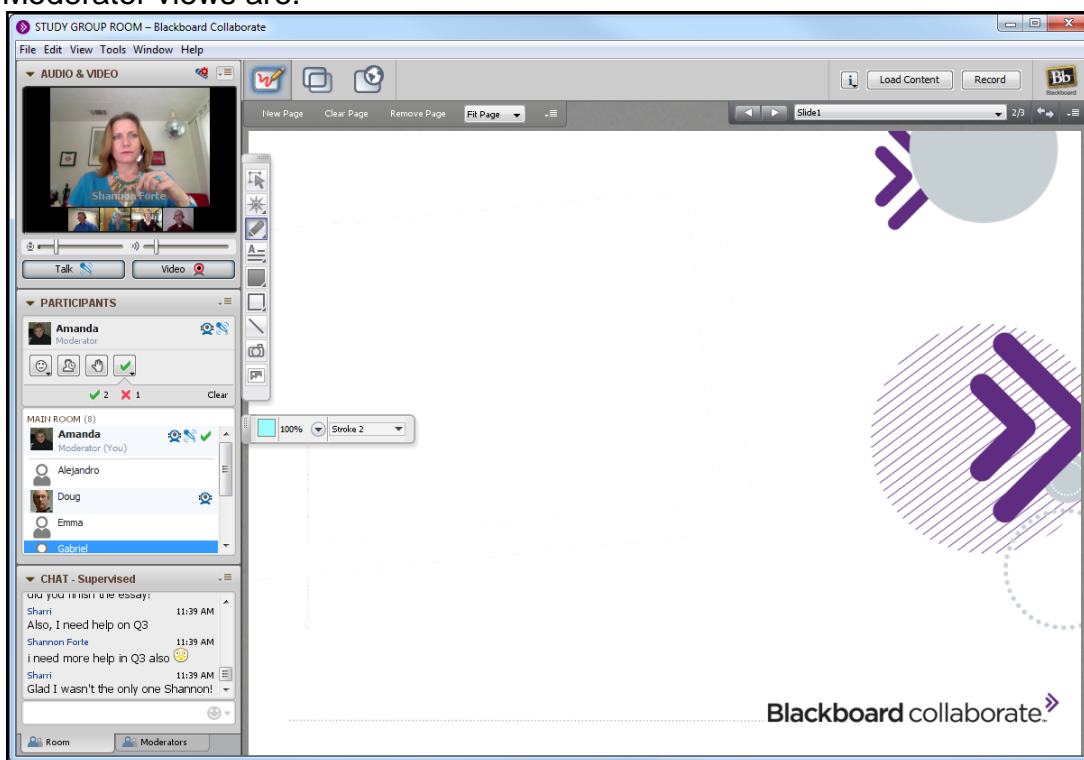


Content Area	<ul style="list-style-type: none"> •View presentations, images, Clip Art and annotations
Tools Palette	<ul style="list-style-type: none"> •Annotate pages and erase own annotations •Place a screen capture on the page •Place Clip Art on the page
Audio & Video Panel	<ul style="list-style-type: none"> •Access Audio & Video Options menu •Use Expand/Collapse buttons •Open the Audio Setup Wizard •View Speaker Level indicator and use volume slider •View Microphone Level indicator and use volume slider •Use the Talk button to speak •Switch to a Teleconference (if enabled) •Use the Preview button to see a preview of your video •Use the Video button to transmit your video
Participants Panel	<ul style="list-style-type: none"> •Access Participant Options menu to detach panel •Use the Expand/Collapse Button •Send Feedback, Step Away, Hand Raise, and use the Polling Response options •View a list of Moderators and Participants •Access Participant Options menu •View User Profiles •View individual permissions and activity indicators
Chat Panel	<ul style="list-style-type: none"> •Access Chat Options menu

	<ul style="list-style-type: none"> •Use the Expand/Collapse button •Send Public Chat •Send Private Chat (if enabled) •Send private messages to Moderators (even if private messaging is disabled)
Menu Bar	<ul style="list-style-type: none"> •Blackboard Collaborate (Mac only) File, Edit, View, Tools, Window, and Help
Collaboration Tool Bar	<ul style="list-style-type: none"> •View Whiteboard Mode button •View Application Mode button •View Web Tour Mode button •Access Information Menu
Whiteboard Action Bar	<ul style="list-style-type: none"> •View Page title •Adjust Zoom Value

Blackboard Collaborate – Moderator View

Now let's take a look at what the Moderator can see and do. During this workshop, you will learn how to use the Moderator tools and functionality. For now, notice how similar the Participant and Moderator views are.



Whiteboard Content Area	<ul style="list-style-type: none"> •Load and display content – PowerPoint, Whiteboard, images, and Clip Art
Tools Palette	<ul style="list-style-type: none"> •Annotate screens and erase annotations •Place a screen capture on the page •Place Clip Art on the page
Audio & Video Panel	<ul style="list-style-type: none"> •Access Audio & Video Options menu •Use Expand/Collapse buttons

	<ul style="list-style-type: none"> •Click the Audio Setup Wizard button to test audio •View Speaker Level indicator and use volume slider •View Microphone Level indicator and use volume slider •Use the Talk button to speak •Switch to a Teleconference (if enabled) •Use the Preview button to see a preview of your video •Use the Video button to transmit your video
Participants Panel	<ul style="list-style-type: none"> •Access Global Options menu to assign permissions to participants •Use the Expand/Collapse button •See who has joined the session and what permissions they have •Access Participant Options menu •Grant or take away a Participant's permission to use a feature •View Activity & Status Indicators •View User's Profiles •Use the Feedback, Step Away, & Hand Raise buttons •Use the Polling Response menu •Remove a Participant from a session •Give or take away Moderator privileges •Select multiple Participants to send a private message •Create Breakout Rooms and distribute participants to rooms •Invite a new attendee •Change Polling type •Lock Polling Responses •Make Polling Responses Visible •Publish Responses to Content Area
Chat Panel	<ul style="list-style-type: none"> •Access Chat Options menu •Use the Expand/Collapse button •Send public or private Chat messages •Send Chat announcements •Monitor private messages sent to other users (if enabled for the session) •View Private Chat messages
Menu Bar	<ul style="list-style-type: none"> •Blackboard Collaborate (Mac only), File, Edit, View, Tools, Window, and Help
Collaboration Tool Bar	<ul style="list-style-type: none"> •Start Application Sharing •Start Web Tour •Set the Timer •Load Content •Start the Recorder
Whiteboard Action Bar	<ul style="list-style-type: none"> •Create a new page •Delete a page •Adjust Zoom Value •Access Whiteboard Option menu •Navigate Pages •Access Go To Page menu •View Page Counter •Use Page Explorer



Participant Checklist

Use the checklist below as a guide to become familiar with Blackboard Collaborate as a participant. Use the notes section to record your observations and any tips you might want to share with participants in your web conferencing session.

Connection Speed	<ul style="list-style-type: none"><input type="checkbox"/> Explore your computer's setup to determine your Internet connection. Go to Edit (Blackboard Collaborate for Mac users) > Preferences > Session > Connection in order to match the connection speed in Blackboard Collaborate to your computer's connection speed.<input type="checkbox"/> If you are using a wireless router, did you select the correct option: wireless?<input type="checkbox"/> What tip could you give a participant who may be experiencing connectivity issues? (Answer: Lower the connection speed)
Audio Setup Wizard	<ul style="list-style-type: none"><input type="checkbox"/> Run the Audio Setup Wizard.<input type="checkbox"/> Did you experience any difficulties with your computer settings?<input type="checkbox"/> What advice might you give a new user with regard to using the Audio Setup Wizard?
Panel Layout Options	<ul style="list-style-type: none"><input type="checkbox"/> Click the View menu and deselect View Side Bar. What did you notice?<input type="checkbox"/> Click the View menu and select View Side Bar. Did this restore the side bar?<input type="checkbox"/> Click the Audio & Video panel title bar. Drag and drop the panel to another area of your monitor. Do the same for the Chat panel. What can you conclude from being able to move these panels?<input type="checkbox"/> Click the View menu and click Restore Default Views<input type="checkbox"/> When you alter the default layout, the next time you enter a session, will the layout be switched back to the default view? Try it.



My Notes

Part Three: Communication Methods

There are many similarities between communicating in a physical classroom and the virtual classroom. In the physical classroom, teachers and students can talk, see one another and send text messages either by putting words on a whiteboard or passing paper notes. Students can also raise their hands, provide feedback with facial expressions and respond to a teacher's polling of the class with yes/no feedback. The same thing can happen virtually. In a Blackboard Collaborate web conferencing session, moderators and participants can use the session audio to speak, live video to see one another and chat to send text messages. They can raise their virtual hands, send feedback with the emoticons and respond to a teacher's query with the yes/no polling tool.

Audio

Session attendees participate in conversations during a session using a microphone and speakers (or headset) via Voice over Internet Protocol (VoIP). In a Blackboard Collaborate web conferencing session, the Moderator has full control over who can talk during the session and how many Participants can simultaneously talk during a session. Alternatively, if your organization offers teleconferencing services, you can use the Telephony (telephone conferencing integration) feature for your in-session communications.

Live Video

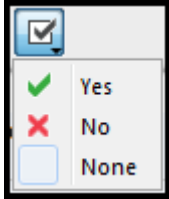


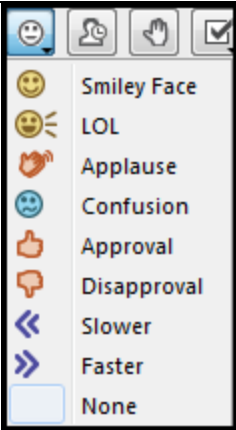
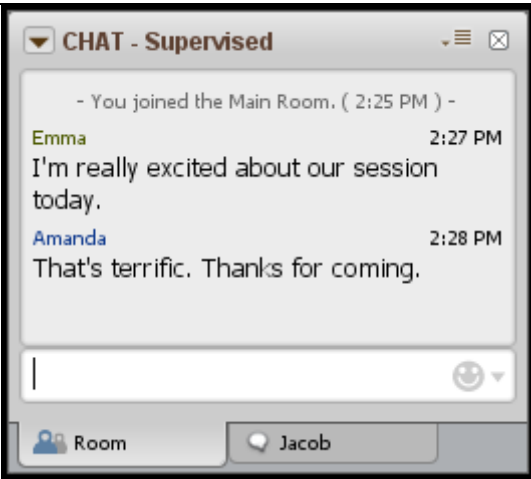
The video feature of Blackboard Collaborate enables you to transmit and receive video broadcasts with others in a session. This is video you send live via a video camera (e.g., web cam) – not to be confused with a pre-recorded video (movie) that can play using the Multimedia feature. The video feature displays up to six simultaneous camera transmissions.

Chat

The Chat panel enables Participants and Moderators to exchange text messages with each other in a session. Participants can always send a message to Moderators, even if the Participant does not have Chat permissions by simply right-clicking on the Moderators name and choosing the option to send a private chat or by double-clicking on the Moderator's name. The message will appear as a private message only visible to the Moderator.

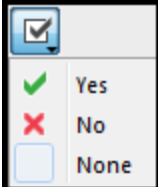

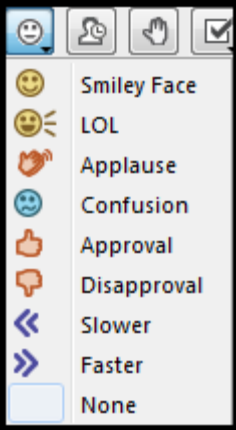



Practice: Communication Skills

Non-Verbal Communication	
	<p>Click Yes (checkmark) and then No (X), and notice that the Yes/No indicator automatically changes in the Participants panel.</p> <p>How might you use these tools as comprehension checks during an instructional session?</p>
	<p>Click the Raise Hand button. What happens?</p>
	<p>Click the Step Away button. What happens?</p>
	<p>Practice using the Feedback options to send an emoticon.</p>
Chat Panel	
	<p>Practice sending Public and Private Chat messages. Send a public message. Be sure you know how to distinguish the different types of messages. Hint: they are separated by conversation tabs at the bottom of the Chat Panel.</p> <p>Practice using the Emoticon Menu to send an emotion via text.</p> <p>Explore the options menu to use the Chat feature to its fullest extent.</p>

Part Four: Classroom Interaction

In a traditional classroom setting, you might manage interaction with your students by asking dichotomous questions, asking for a show of hands, reading nonverbal communication, having one student present a portion of the content, or using small group activities. You can employ the same management methods in a Blackboard Collaborate session. Permissions can be managed on an individual and a global level. This flexibility allows you to manage your session in the manner that best suits your instructional style.

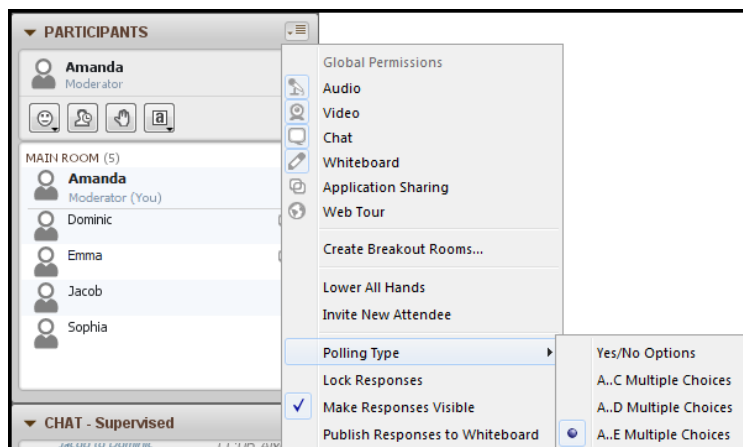
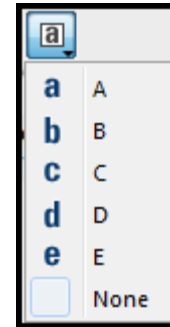
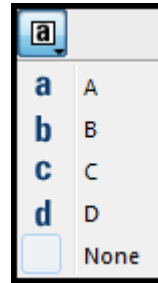
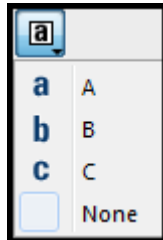
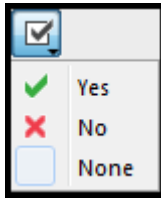
If You Want to...	Use This
<p>Ask a question that requires a yes or no response.</p> <p>Ask Participants to click the green check for Yes and the red x for No.</p>	
<p>Have a show of hands to get a quick count or to have Participants raise their hand to indicate that they have a question.</p> <p>Ask Participants to click the Raise Hand button.</p>	
<p>Encourage Participants to give a nonverbal indication of their reactions during the session.</p> <p>Ask Participants to click the Feedback menu.</p>	
<p>Indicate you have stepped away from the session or are temporarily distracted and unable to participate.</p> <p>Ask Participants to click the Step Away button.</p>	



My Notes

Part Five: Polling

At any time during your session, you can poll the attendees using different polls. By default, the Yes/No poll is available with the corresponding response buttons displayed above the Participants List. The types of polls available are Yes/No and Multiple-Choice (Responses A – C, A – D, A – E). You may change the type of poll at any time – the response buttons will change.



Change the Polling Type from the Global Options menu located in the Participants panel.



Practice:

1. Create a new Whiteboard and using the Whiteboard tools create a new multiple choice polling question.
2. Change polling choices to multiple choice.
3. Practice Hiding the result.
4. Practice Locking the responses. Be sure to experience it from both the Moderator and Participant's point of view.
5. Publish the responses and Save.



My Notes

Part Six: Session Content: PowerPoint and the Whiteboard

Whether you are facilitating a meeting, presenting a webinar, leading a training session or teaching a class, you will need to include content in the session. Content can be shared with Participants in a number of ways. In this section we will focus on importing PowerPoint to the Whiteboard and dynamically creating content using the Whiteboard Tools.

Whiteboard

The Whiteboard is the primary content display area in a session. New Whiteboards or Pages can be added by the Moderator at any time during a session. Presentations, such as PowerPoint, can be loaded to the Whiteboard. These presentations are converted into images and displayed across a series of pages. The Whiteboard tools, such as the pen, highlighter and text tools, are available to enhance the content on the screen. Practice and test your knowledge on the Whiteboard.



Practice: Whiteboard and Tools Palette

Log into a session as a Moderator and do the following:



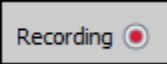
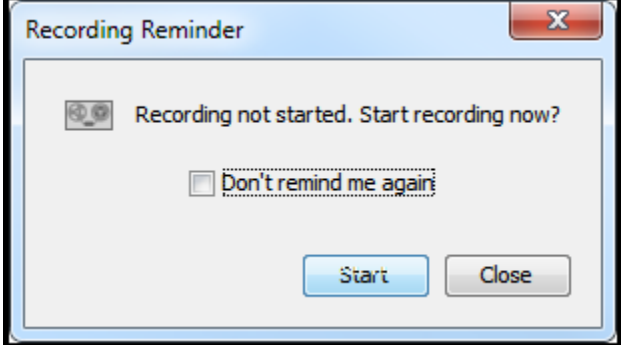
1. Load a PowerPoint file
2. Use Page Explorer to move between pages, to cut, copy or paste a page and to create a new page.
3. Close the Page Explorer. Locate the page navigation tools.
4. Explore all of the Whiteboard tools and their properties.
5. Create a new page and add Clip Art to the page.
6. Save the Whiteboard.



My Notes

Part Six: Recording a Session

As a Moderator, you can record a session and play it later. Recordings are stored on the Blackboard Collaborate server. Playback is available from a LMS/CMS, URL or by logging into the Blackboard Collaborate administrative server. You may want to provide access to the recording to those who missed the session or to those who attended but would like to review the session. Or you may want to record sessions for archival purposes. All activity that occurs in the main room of the session will be recorded, except for private Chat messages, the Timer and personal Notes. As the recording progresses, Blackboard Collaborate inserts index entries to mark significant events within the session. Anyone viewing the recording can navigate through the recording to points marked with index entries. You can start or stop recording at any time during the session. You also can erase the recording at any time during the session.

 Moderator button to start recording.	 Moderator button to pause/stop recording.	 Participant indicator that the session is being recorded.
 <p>The dialog box is titled "Recording Reminder" and contains the text "Recording not started. Start recording now?". Below this text is a checkbox labeled "Don't remind me again". At the bottom of the dialog are two buttons: "Start" and "Close".</p>		



My Notes

Part Seven: The Blackboard Collaborate Experience

Although this is the last part of this training manual, it is just the beginning of your Blackboard Collaborate experience. In order to help you make the most of this training, please take a few moments to reflect on the following questions and suggestions.

- How will you incorporate Blackboard Collaborate web conferencing into your learning environment?
- Which features and functionality of Blackboard Collaborate are best suited to help you achieve your learning objectives?
- What methods of evaluation will you use to determine if the learning objectives have been met?
- Who will comprise your support system as you implement Blackboard Collaborate?
- What methods will you use to communicate your successes to your students, your institution, your colleagues, and other Blackboard Collaborate users?

Thank you for your participation in this **Blackboard Collaborate Workshop**.