

Blackboard Collaborate Ultra

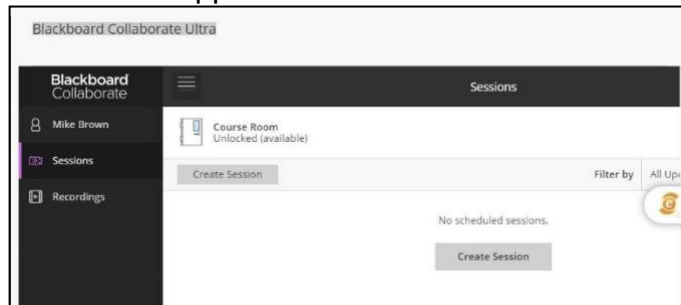
Blackboard Collaborate Ultra is a web conferencing tool that allows you to conduct online meetings and class sessions directly from your Blackboard course or organization. Collaborate is easy to use and can be customized for your instructional needs.

Getting to Collaborate

1. Log into Blackboard and navigate to your course Home page
2. From the left menu click Tools → Blackboard Collaborate Ultra
3. The Sessions page will open

Sessions Screen

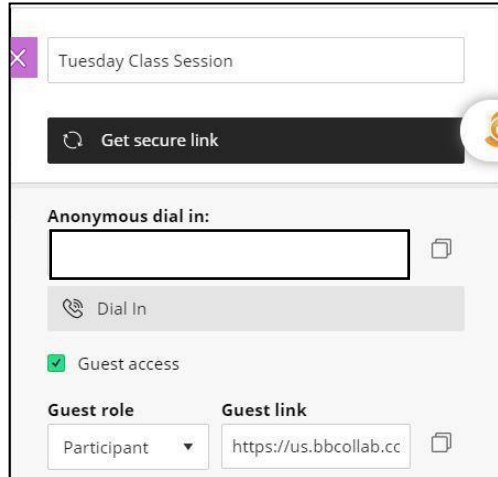
The Sessions screen will allow you to do several functions. You can either create a session by clicking on Create Session button, or access sessions and recordings by clicking on the “pancake” icon in the upper left.



Create a Session

1. Click on the Create Session button to start a new session. The New Session sidebar will open on the right.
2. Give the session a name. This will open unique session settings:
 - a. The **Join Session** link to enter the session
 - b. **Anonymous dial in**: gives a phone number and PIN for participants to listen to audio of the session
 - c. **Allow Guest** access (default = ON) will allow anyone with the Guest Link URL to enter the session
 - d. **Guest Role** shows the default session role for guests
 - e. **Guest Link** provides a unique URL for outside participants to enter as guests. To copy the link, click on the

Copy Page icon to the right of the URL. You may then post this link to an email outside participants or use it as a direct link for students to enter the session. Guests entering this will be limited by the Guest role you have specified.



The image shows a Zoom meeting settings panel for a session titled "Tuesday Class Session". At the top, there is a "Get secure link" button. Below this, the "Anonymous dial in" section is visible, featuring an empty text input field with a copy icon to its right, and a "Dial In" button with a phone icon. The "Guest access" checkbox is checked. At the bottom, the "Guest role" is set to "Participant" (indicated by a dropdown arrow), and the "Guest link" is "https://us.bbcollab.cc" with a copy icon to its right.

3. Under **Event Details** you can set the following:
 - a. Start and End Date (required for captioning)
 - b. If this will be a permanent session, check No end (open session). This will leave the session always open
 - c. Early Entry – you may limit how early participants may enter the session prior to start time
 - d. Provide Description – You may enter a more detailed description of the session if necessary.

4. **Session Settings** allow you to set individual parameters for the session:
 - a. Default Attendee Role – sets the role participants will have when joining the session.
 - **Moderator**- Full control over the session including making attendees presenters or moderators, settings control, see raised hands, etc.
 - **Presenter**- gives attendees most Moderator controls except session settings. Presenters can upload, share, edit, and release content.
 - **Participant**- view rights. Moderators can set rights for participants to share audio, video, chat, whiteboarding, and sharing files. By default, these rights are on. Attendees are by default marked as Participants
 - b. Recording – Moderators can turn on recording of a session at any time. But these settings may allow others to download recordings once published.
 - c. Participants can- set actions permitted to participants, such as sharing audio and video, chat, and use the whiteboard.
 - d. Enable session telephony – allows participants to join using the number and PIN established in the settings to use a phone dial-in for audio (default = ON)
 - e. Private Chat – allows participants to privately chat with other participants, and if these private chats can be viewed by the moderator (default = OFF)

5. Click the Save button to save your settings for this session. This will return you to the Sessions library, and you should now see your session listed.

Join Your Session

1. From the Sessions page, click on the listing for your Session. The Session sidebar will open on the right. Click on Join session. This will start your session and open the Room.

Room Settings

There are several areas of the Room that allow you to access different settings for the Session:

A/V Control

Controls for turning on your microphone and camera are located at the bottom of the screen. To turn on/off these items, click on their associated icons




Session Controls

You may access the main Session controls by clicking on the “pancake” icon in the upper left of the Room.



- **Start/Stop Recording** – this will record your session. Click on this at the beginning of the session and click on it to stop recording at any time.
- **Use your phone for audio** – will display the phone number to call and the unique PIN to hear the session with your phone
- **Report an issue**- displays a checklist of problem items for you to fill out. When submitted, this will alert Blackboard to problems with your session.
- **Tell me about Collaborate** – offers information cards and a walk-through of features in Collaborate. This is a good feature to use for familiarizing yourself with Collaborate.
- **Blackboard Collaborate Help** – opens a link to Blackboard’s Collaborate knowledge base
- **Privacy Policy**- elaborates the Blackboard Privacy Statement
- **Leave Session** – allows you to exit the session

Tuesday Class Session

 Start Recording


 Use your phone for audio

 Report an issue

 Tell me about Collaborate 

 Blackboard Collaborate Help

 Privacy Policy

 Leave Session

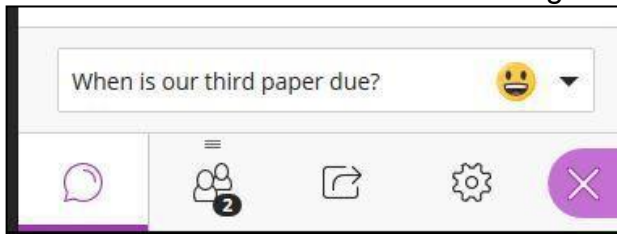
Room Controls

You can adjust features in your Collaborate room by clicking on the purple chevron icon in the lower right of the room. This will open all your functions.



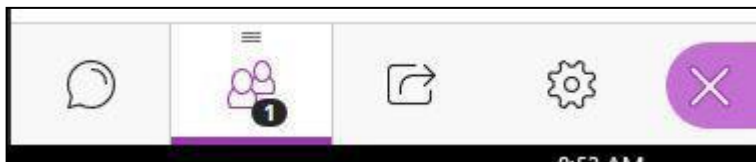
Chat

With chat, you and your participants can type in text messages. This is a useful feature if you have disabled audio and video for participants. Chat can be enabled or disabled in Session Settings.



Attendees

The Attendees feature allows you to see who is in the Collaborate session, and their role. The icon on the room control panel will display how many attendees are present with a number at the bottom.



You can modify attendee options:

- Send a direct **chat** message to the attendee
- Promote to **Moderator** (full session control)
- Promote to **Presenter** (audio, video and sharing)
- Promote to **Captioner** (allows them to type in text for closed captioning of audio conversation)
- **Remove** the attendee from a session

Share Content

The Share Content button allows access to multiple sharing features in Collaborate: Whiteboarding, sharing your screen or individual applications, sharing and displaying files.



Share Primary Content

- Whiteboarding – opens the whiteboard and drawing/text tools
- Share Application/Screen – Opens a selector to choose sharing an application or full screen on your computer. You may then run demonstrations with the app/screen displayed to participants
- Share Files – opens a drop window. You may drag and drop files into it and they will be displayed in the session. You may also click on the area to open a file browser.

Share Secondary Content

- Polling – Collaborate allows you to set up and display a poll of multiple choice or Yes/No online polls to participants. By default, the moderator sees poll results. If you wish participants to view results, you can click “Show Responses”.
- Timer – Allows you to set a timer for either all participants or just moderators. Timers help you keep track of elapsed time for events and presenters.

Interactions -Breakout Groups

- Collaborate can provide you with the ability to set up groups for breakout sessions. Moderators may enter or leave breakout sessions to monitor activity and end the breakout sessions when necessary.

Share Content

Primary Content



Share Blank Whiteboard



Share Application/Screen



Share Files



Secondary Content



Polling



Timer



Interact



Breakout Groups



Settings

The room settings can be accessed by clicking on the Settings gear icon. There are several options in this feature:

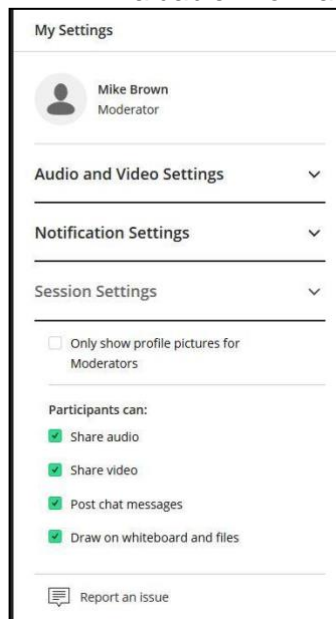


Audio and Video Settings – allows for adjusting your camera and microphone, use your phone for audio, and to set the speaker volume for the session.

Notification Settings – set alerts for things like when someone joins the session, posts a chat, or raises their hand. Many of these settings are selected by default but are customizable.

Session Settings – (for Moderator only) allows the moderator to set participant features, such as sharing audio, video, chat, etc.

Report an Issue – a useful tool for reporting problems encountered during a Collaborate session. This will send valuable information directly to Blackboard for analysis.



Closing the Room Controls

You may close the Room Controls panel by clicking on the purple X at the right of the function bar.

Exit the Session

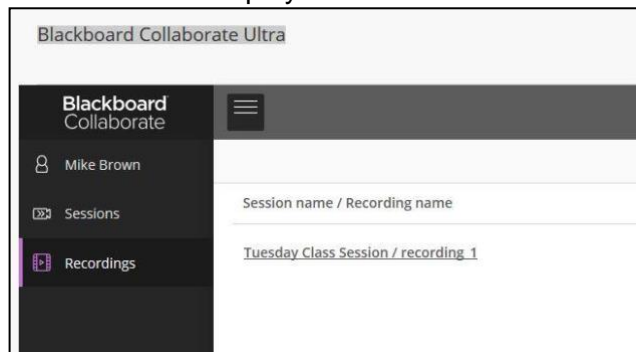
All participants may exit the session by clicking on the “pancake” icon in the upper left of the Room and selecting Leave Session at the bottom of the panel. *If you have been recording the session, be sure to stop the recording before exiting.*

Recorded Sessions

Recorded sessions will need to be processed by Collaborate and may not be immediately available for distribution. Processing time will depend on the length of the recording.

Once processing has been completed, recordings may be found in the Recordings section of Collaborate:

1. Log into Blackboard and go into your course
2. Click on Tools → Blackboard Collaborate Ultra
3. On the Collaborate main page, click on the “pancake” icon to the left of the Sessions bar
4. From the dropdown menu select Recordings. The Recordings library will be displayed.



Recorded Session Options

From the Recordings page you may access several options. You may watch the recording by clicking on the listing title. You may also click on the options icon to the far right (circle with 3 dots) to open the options menu:

- Watch – will run the recording of the session
- Edit Name – rename the session
- Delete – remove the recorded session from the library
- Copy link – use to copy and post the link to the recorded session in Blackboard or email
- Add caption source – allows you to locate a transcript of the recording and attach it to the recording

Creating a Course Menu Link for Collaborate

You can create an item in your course menu to link students directly to the Collaborate area:

1. Log into Blackboard and enter your course
2. On the left menu, look to the upper left to locate the + icon (with circle around it) – just above the course title
3. Hover over the + icon to get the dropdown menu.
4. From the dropdown select Tool Link. This will open the Add Tool Link wizard

5. Give the link a name, such as *Collaborate Sessions*
6. In the Type box, use the dropdown arrow to locate and click on Blackboard Collaborate Ultra
7. Check the box “Available to Users” to make it available to students
8. Click Submit. This will create the menu link at the bottom of the course menu.
9. You may move the item to a new position by hovering over it, grabbing the double arrow to the left of the listing, and dragging the item to the new position.

Session name / Recording name	Date	Duration
Tuesday Class Session / recording_1	9/18/19, 1:09 PM	00:03:20

- ▶ Watch now
- ✎ Edit name
- 🗑 Delete
- 🔗 Copy link
- CC Add caption source

Providing Session Links to Outside Participants

You may allow participants from outside the Blackboard system to join the Collaborate session. This is particularly useful if you have outside presenters:

- **For a link to join a new session** – When you create the session, you can set Guest access and a Guest Link will be generated for you to copy.
- **For a link to an existing session** – locate the existing session title and click on the Session Options icon to the far right of the listing (circle with three dots). Click on the icon and from the dropdown menu select Copy Guest Link. This will display the link and you may click on the links again to copy.
- **For a link to a recorded session** – go to the Recordings section of Collaborate and locate the recorded session title. Click on the Recording Options icon to the far right of the listing (circle with three dots). Click on the icon and from the dropdown menu select Copy Guest Link. This will display the link and you may click on the links again to copy.

Blackboard Collaborate Best Practices

- **Communicate your meeting schedule** – let your participants know when and where the session will occur, either in your syllabus or through Blackboard Announcements.
- **Check your equipment** – go into your session early with the computer you will be using and test that your audio and video are working correctly
- **Prep your materials** – create a folder on your computer that contains all materials you plan to use. If you will be sharing your screen, be sure to close any unnecessary programs, documents, or web pages prior to the meeting.
- **Set participant features** – determine how much control you will give your participants (audio, video, chat, sharing, etc) and turn these features on or off prior to start of session.
- **Clear your environment** – be sure your video background is clear and presentable. Make sure distracting elements (pets, people, etc) are not present during the session. Mute your microphone if you are not the one speaking (if you have a presenter, for instance)
- **Make eye contact** – be sure to look in the camera when speaking

Support from eLearning Services

You can get support for Collaborate and other Blackboard issues:

- Access the Division of IT Knowledge Base or put in an online service ticket: <https://www.sc.edu/ithelp>
- Call the Service Desk at 803-777-1800