

Collaborate Ultra Essentials: Instructor Guide

Instructions for Connecticut Community Colleges Faculty

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Good to Know Beforehand

What is Blackboard Collaborate Ultra?

- **Blackboard Collaborate Ultra is a web conferencing tool that is completely integrated into Blackboard courses.** It allows faculty to communicate online in real-time (synchronously) with students via the Internet.
- **Collaborate Ultra** is a “next-gen” product and different from the legacy **Collaborate**.
- **Collaborate Ultra is completely browser-based; no downloads or separate mobile applications** are required! (More details follow.)
- Unlike other video conferencing tools such as WebEx and Teams, **Collaborate Ultra monitors individual users’ connection speed** and tries to do its best to give each person the best possible connection—one person with slow speed doesn’t slow the whole session down for everyone else.
- **Faculty can use Bb Collaborate to conduct live remote online classes**, bring guest speakers into their classrooms by sending them a *guest link*, hold virtual office hours, record classes, or use the recording feature to make lecture recordings outside of a meeting.
- **Students can also use Collaborate Ultra** in various ways, based on their instructor’s decisions about session setup. For example, instructors can create sessions that enable students to meet together and share content and files on their own, right in a Blackboard Collaborate Ultra session within their Bb course shell. Also, faculty can set up sessions where students (individually or in groups) can go in and record a presentation.
- **Collaborate enables the sharing of a whiteboard, computer screen, individual applications, webcams or external cameras, or streaming media** (i.e. from YouTube or video files). It can also create useful interactivity opportunities, such as live breakout rooms and live polling, during Collaborate Ultra sessions
- *For more info and self-paced training*, faculty can go into Blackboard and navigate in their Course List to a course entitled “**Course Design and Delivery Competencies (self-paced).**” Open the “**Managing Live Classes**” content folder to find Collaborate training materials.

What is Required for Faculty and Students to Use Blackboard Collaborate Ultra?

- This online application is completely browser-based; no java, plugins, or downloads are required, nor are mobile apps required because the application uses “responsive design.” (Note: The legacy version of Collaborate did have a mobile; Collaborate Ultra does not.)
- **You must use a modern up-to-date version of a web browser that supports Web RTC (Web Real-time Communication).** You can always find the most up to date browser support information here:
https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started/Browser_Support
- The following browsers are supported, but Google Chrome and Edge Chromium are recommended. *ALWAYS check your browser to be sure that you are using one of the two most recent releases of ANY browser you plan to use with Collaborate Ultra.*
 - **Google Chrome**
 - **Microsoft Edge Chromium**

- Mozilla Firefox
- Safari
- Opera
- It is strongly recommended that Moderators have a hard-wired, broadband Internet connection, if not then Wi-Fi, but moderators should not expect to manage a session, share content, etc., using a hot-spot.

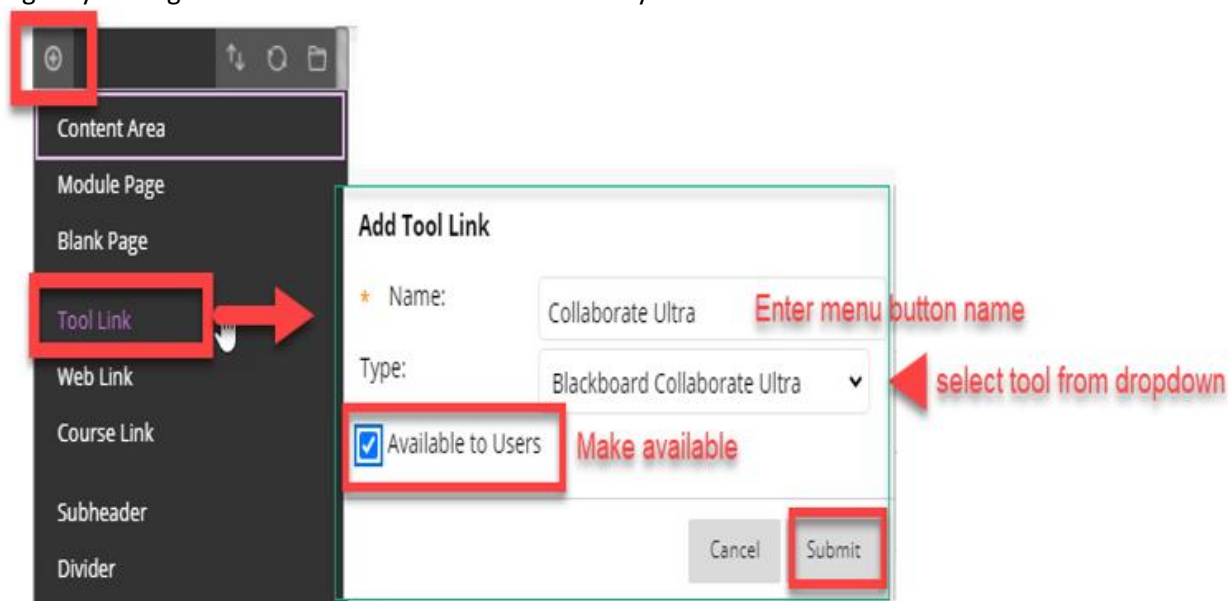
Session Roles and Privileges in Collaborate Ultra

- **Moderator:**
 - Moderators maintain full control over all the session settings, and by default control all content being shared.
 - They can change the role of any to presenter or moderator and can, for example, set a session so that anyone who enters is assigned a given role.
 - Moderators have an exclusive chat function, can see/hear all notifications and lower hands.
 - Only moderators can turn on recordings in sessions, but everyone in the course can view the recordings from within Collaborate's recordings list, from any device with no view limits.
 - Moderators also have access to both Primary (various content sharing options) and Secondary (polling and breakout sessions).
- **Presenter:** Participants can share primary content (application sharing, desktop sharing, whiteboard, camera, etc.) without having full moderator privileges. Presenters can upload files, share content, see notifications, and lower hands of participants.
- **Participant:** Participants can view content shared by Moderators or Presenters, interact with activities such as polls or breakout groups, and interact with others using such tools as chat audio discussion, raising hands or giving feedback with emojis, and annotating the whiteboard.
- **Captioner:** The designated live captioner types what is being said into a text area, so that other participants can view captions in real time during the session. The captioned text can then be downloaded, edited, and then re-uploaded as a .vtt or .srt file.

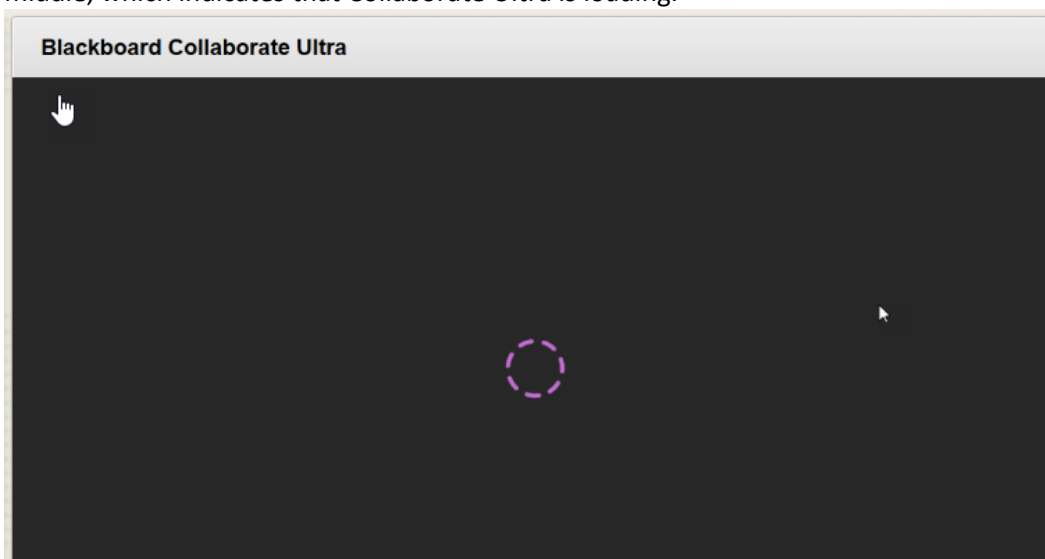
Collaborate Course Rooms, Sessions, and Settings

Making the *Bb Collaborate Ultra* Tool Available on the Course Menu

- Begin by adding a tool button to **Collaborate Ultra** on your menu.

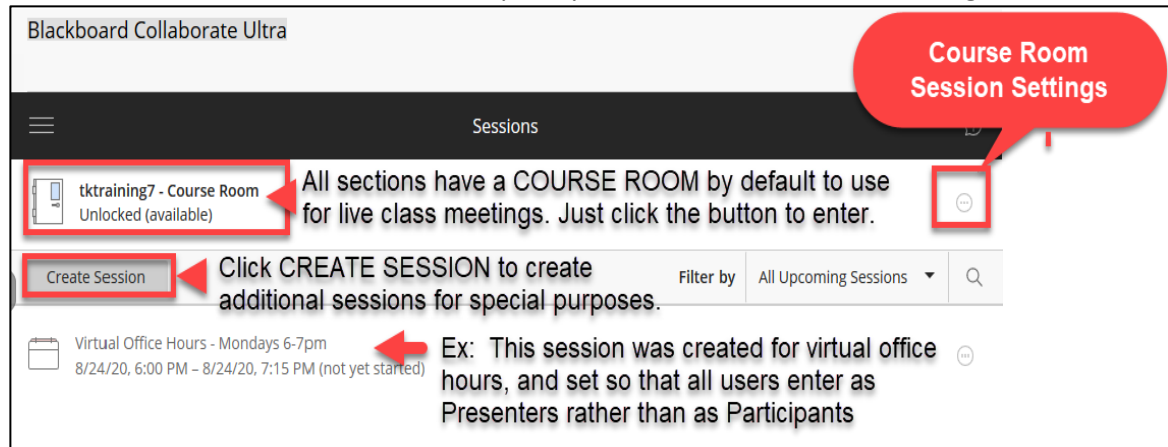


- The new **Collaborate Ultra** button will display on your course menu. Be sure to drag it from the bottom of the menu to a location with other course tools.
- When you click the new menu button, you will see a black screen with a purple circle in the middle, which indicates that Collaborate Ultra is loading.



Inside Collaborate Ultra

- When you first launch Collaborate Ultra, notice that you can click to enter your **COURSE ROOM**, create additional **SESSIONS**, or explore your **Course Room session settings**.



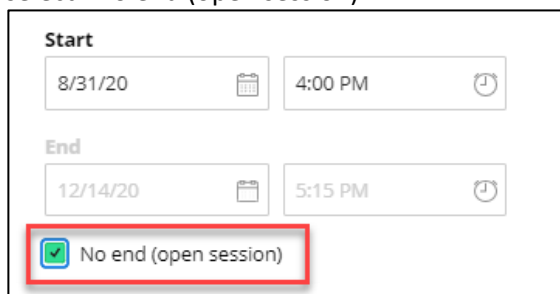
Your Course Room versus Sessions You Create

- By default, all Blackboard courses have a *Course Room*.** If all you want to do is to run your live classes, you don't ever need to use anything else.
- Although you *can* create additional Collaborate Ultra sessions for various purposes, you don't *need* to. In your Course Room, all students will enter the room in the Participant role.

Different Options for Course Room versus Sessions

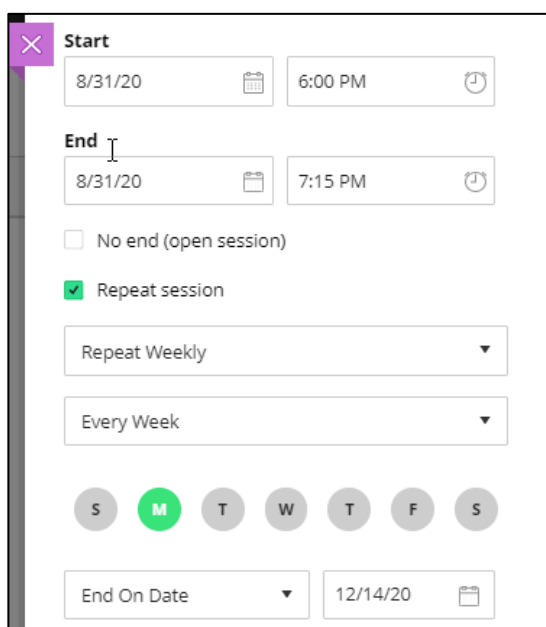
- A Course Room is either Locked or Unlocked; Sessions provide Start and End Date and Time options, as well as options to create Recurring Sessions**
 - Unlike individual sessions that you create, you cannot assign start and end dates to your Course Room.
 - A course room is either locked or unlocked. If it is locked, students cannot enter—the instructor must unlock it.
 - However, if students are inside a room when the instructor locks it, they can stay in there—so it's wise to expel students from the room if you do not want them to remain after the class is over, unless you don't mind if they stay in their to chat or discuss a project.
- Sessions you create can have designated start and end dates/times, and recurring sessions.**
 - If you are setting a session to have a start and end time, *be sure to always add a few minutes to the end time setting*, because the room will just CLOSE at the set end time!
 - If you set a start date/time and an end date/time, then as soon as that time is up, the session will simply close and disappear. If you want the session to remain, be sure to

select “No end (open session).”



The screenshot shows a session configuration form. Under the 'Start' section, the date is 8/31/20 and the time is 4:00 PM. Under the 'End' section, the date is 12/14/20 and the time is 5:15 PM. Below these, there is a checkbox labeled 'No end (open session)' which is checked and highlighted with a red rectangle.

- A session, such a Virtual Office Hours for example (discussed later in this document) can also be set up as a recurring session, so multiple sessions are created at once based on the selected settings.



The screenshot shows a session configuration form with a close button (X) in the top left. Under the 'Start' section, the date is 8/31/20 and the time is 6:00 PM. Under the 'End' section, the date is 8/31/20 and the time is 7:15 PM. Below these, there is a checkbox labeled 'No end (open session)' which is unchecked, and a checkbox labeled 'Repeat session' which is checked. Below the 'Repeat session' checkbox, there is a dropdown menu set to 'Repeat Weekly' and another dropdown menu set to 'Every Week'. At the bottom, there is a row of seven circular buttons representing days of the week: S, M, T, W, T, F, S. The 'M' button is highlighted in green. Below this row, there is a dropdown menu set to 'End On Date' and a date field set to 12/14/20.

○

Why Create a Session in Addition to the Course Room?

- **Virtual Office Hours:**
 - Perhaps you want to have a Virtual Office Hours session, where students from ANY of the sections that you teach can join you at specifically designated days and times.
 - You can accomplish this by enabling a guest link in the session, and then adding it as a link on a new “Virtual Office Hours” menu button on all of your other CRNs.
 - In this way, you have designated a single space in Collaborate where students from ANY Of your sections can enter and meet with you. (However, you cannot make it a private session with a waiting room, as you can in WebEx.)
- **Designated sessions for individual or group meetings, or presentation recording.**
 - You may wish to create one or more sessions that are created as either open meeting spaces for students, or rooms that function as “recording studios” that students can use to record individual or group presentations.

- If you wanted each student record their own presentation, you can create a named session for each student. Then the student enters his/her own “room” to record, and so in that way their presentation recording will automatically have that student’s name associated with it.
- For sessions to enable students to record, you would set up the session settings to allow everyone who enters the room to have Moderator access.
- **IMPORTANT!**
 - **All students can watch ALL recordings that are made inside of Collaborate for their course section.**
 - **If you do not want students in the class to see recordings made by other students for individual or group presentations, you can use Blackboard’s Groups tool to accomplish this. *See the section on this later in this document.***

About Your Course Room

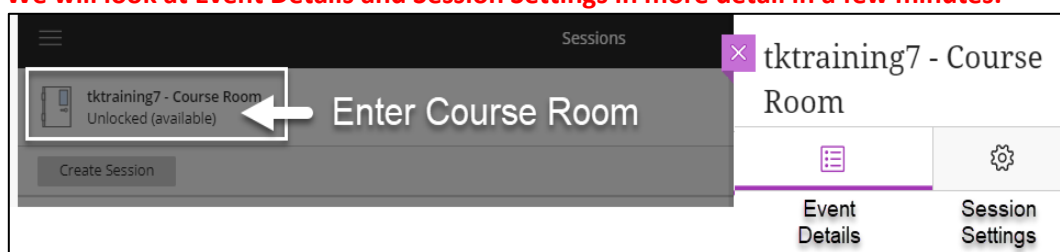
There are two ways to enter your Course Room.

Either way, you will see a button that allows you to *Join the Course Room*.


This applies to entering other types of sessions that you create, as well—click the button to enter.

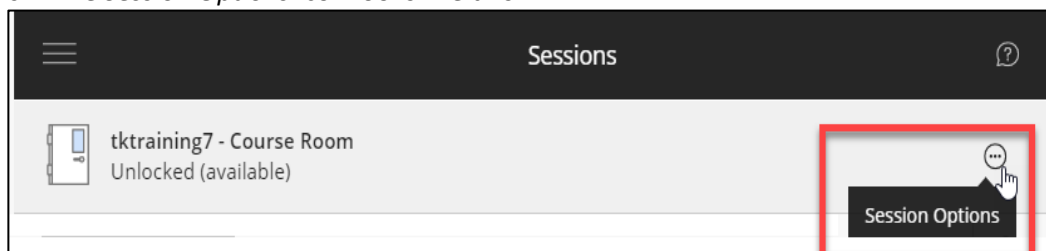
Option 1 to Enter Course Room: Click the *Course Room* button.

- If you click the button for your Course Room *or* for a session you created, a right-side panel displays where you can check **Event Details** and **Session Settings**.
- **We will look at Event Details and Session Settings in more detail in a few minutes.**

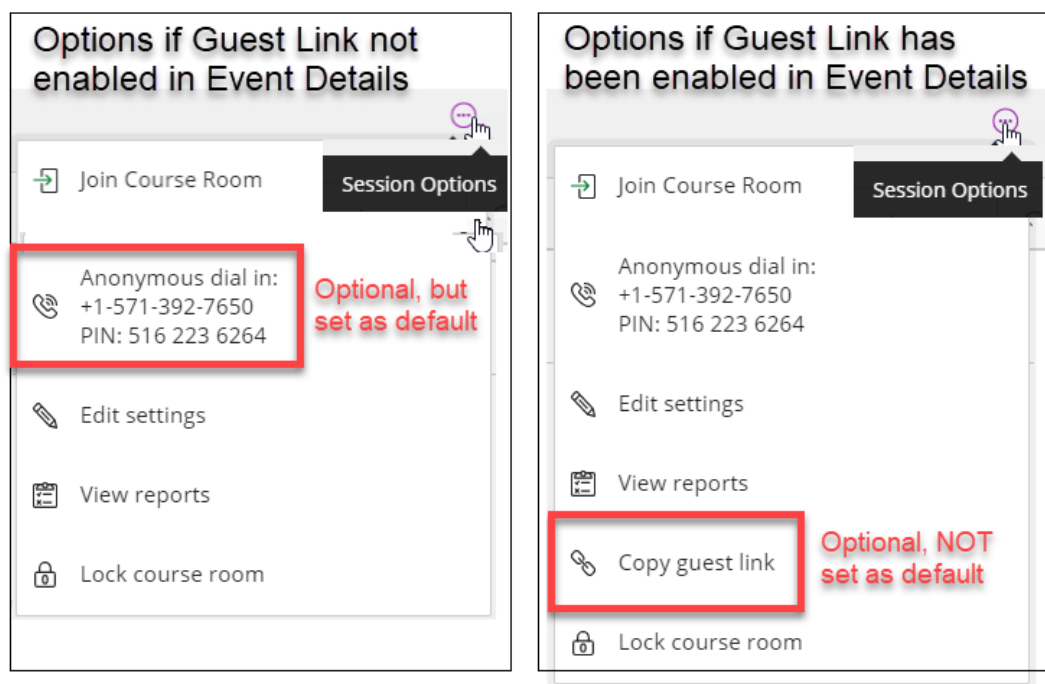


Option 2 to Enter Course Room: Click the *Session Options* icon

- If you click the *Session Options* icon (small circle icon with three dots to the right of the room or session name), you will also see additional options from a dropdown menu.
- The *Session Options* icon looks like this: 



- The *Session Options* dropdown menu looks like this – **note the two options**:



LET'S FIRST EXPLORE THE COURSE ROOM "SESSION OPTIONS" IN ORDER.

This will help you see the relationships between certain settings that are available, and which ones are default or must be selected to be available.

We'll explore each of the Session Options listed below, in order.

- Join Course Room
- Anonymous Dial-in (optional)
- **Edit Settings (Event Details and Session Settings)**
- View Reports
- Copy guest link (optional)
- Lock course room

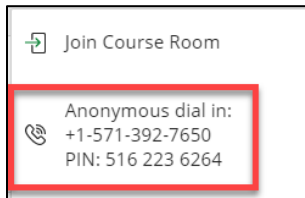
Join Course Room

- Clicking this link will take the user directly into their Course Room.

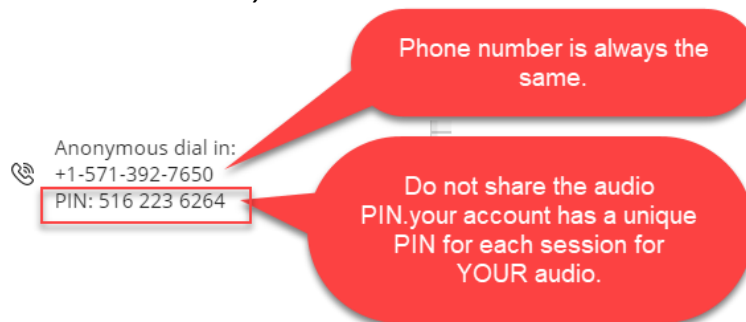
Anonymous dial-in (telephony option):

- *Note: The dial-in/telephony option is turned ON by default in your Course Room.*
- *These settings can be found in the Session Settings, which we will look at after the Event Details.*
- Instead of a microphone for audio, users can select the *telephony* option to join the session audio. To dial in using the telephony option, click the Course Room or Session button and dial the number shown. *The telephone number and PIN are displayed in more than one place.*

- Please note that your PIN is unique to you. When you enter the PIN, the audio from your phone is paired with your avatar in the session. This helps everyone keep track of who is speaking. You will not be able to use the PIN in another session or share your PIN with another user. Once your session ends, the PINs will no longer work.

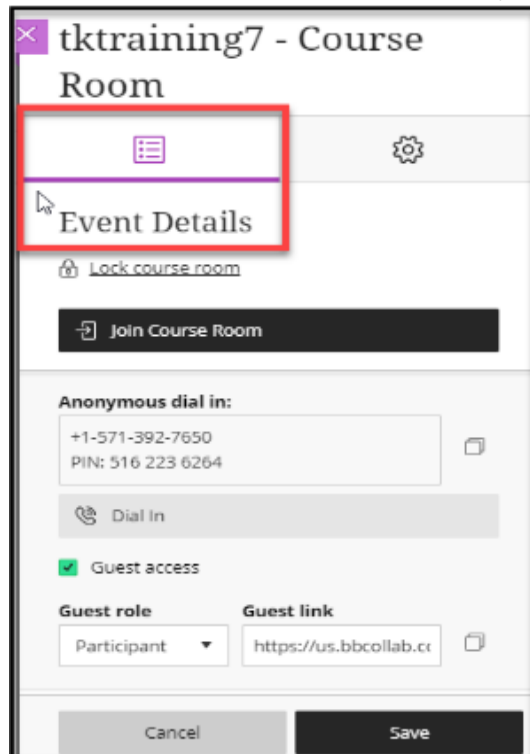


- The Collaborate phone number is the same for every session. **The PIN is unique to a person and session.** *Never* share your session audio PIN or the person you share it with will come in on *your* audio channel.



Edit Settings: Event Details

- Includes Join Course Room link, and Anonymous dial-in information.
- Includes *Guest access* selection checkbox, which is NOT selected by default.

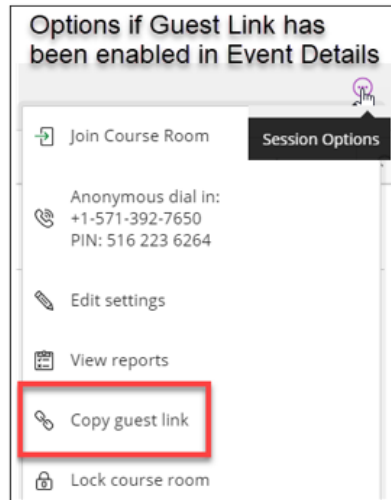


Join Course Room and Anonymous dial-in info

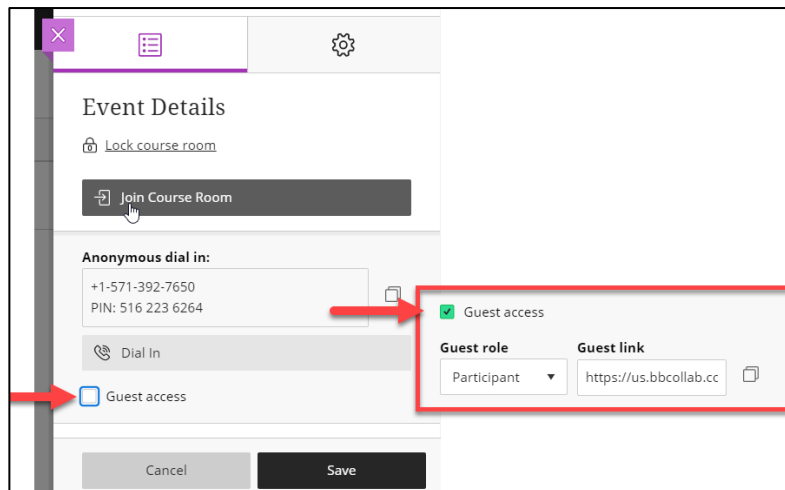
- Another option for joining the room and finding the telephony information.

Guest Access selection checkbox

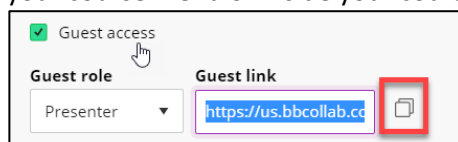
- By default, guest access in your Course Room is turned OFF.
- If you want to have guest access to appear as an option on the *Session Options* dropdown menu, like this...



- ... you must select the *Guest Access* setting in **Event Details** and SAVE your settings.
- You must do this BEFORE the session starts.



- Once you select the *Guest access* checkbox for your Course Room or any sessions you create, that option will always be available until such time as you deselect it.
- To copy the guest link, you can click the Copy icon or use the keyboard shortcut *Ctrl+copy* to copy the URL to the clipboard. You can email the link to others, or add it as a link to a button your course menu or inside your course.



Edit Settings: Session Settings

An asterisk * after an item indicates it must be set PRIOR to the session start.

- Determine Default attendee role*
- Recording
 - Allow recording downloads – WE RECOMMEND THAT YOU **DO NOT** SELECT THIS!
 - Anonymous chat messages* – WE RECOMMEND THAT YOU **ALWAYS** SELECT THIS!
- Moderator permissions
- Participant permissions
- Enable session telephony*
- Private chat
 - *Participants can only chat with Moderators**
 - *Moderators supervise all private chats** – USE YOUR DISCRETION
- Profanity filter

The screenshot shows the 'Session Settings' window. A red box highlights the settings gear icon in the top right. Another red box highlights the 'Session Settings' title bar. A third red box highlights the 'Recording' section, specifically the 'Anonymize chat messages' checkbox which is checked. A fourth red box highlights the 'Private Chat' section, specifically the 'Participants can chat privately only with moderators' and 'Moderators supervise all private chats' checkboxes, both of which are unchecked. A fifth red box highlights the 'Profanity filter' section, specifically the 'Hide profanity in chat messages' checkbox which is unchecked. Two red callout boxes provide instructions: one pointing to the 'Recording' section stating 'These settings should always be as shown', and another pointing to the 'Private Chat' section stating 'Use your discretion when deciding on these settings'.

Session Settings

Default Attendee Role

Participant

Recording

☐ Allow recording downloads

☒ Anonymize chat messages

Moderator permissions

☐ Show profile pictures for moderator only

Participant permissions

☒ 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 chat privately only with moderators

☐ Moderators supervise all private chats

Profanity filter

☐ Hide profanity in chat messages

These settings should always be as shown

Use your discretion when deciding on these settings

View Reports

- Reports will be covered at the end of the session.

Lock the Course Room

- You cannot lock the room once the session has started.
- You cannot lock the room to prevent latecomers from joining—Unlike, WebEx, Collaborate does not currently have a “waiting room” like WebEx (although this is in development).
- However, you can expel individuals—but they could come right back in.

SUMMARY: Settings That Must Be Set Before a Session Begins

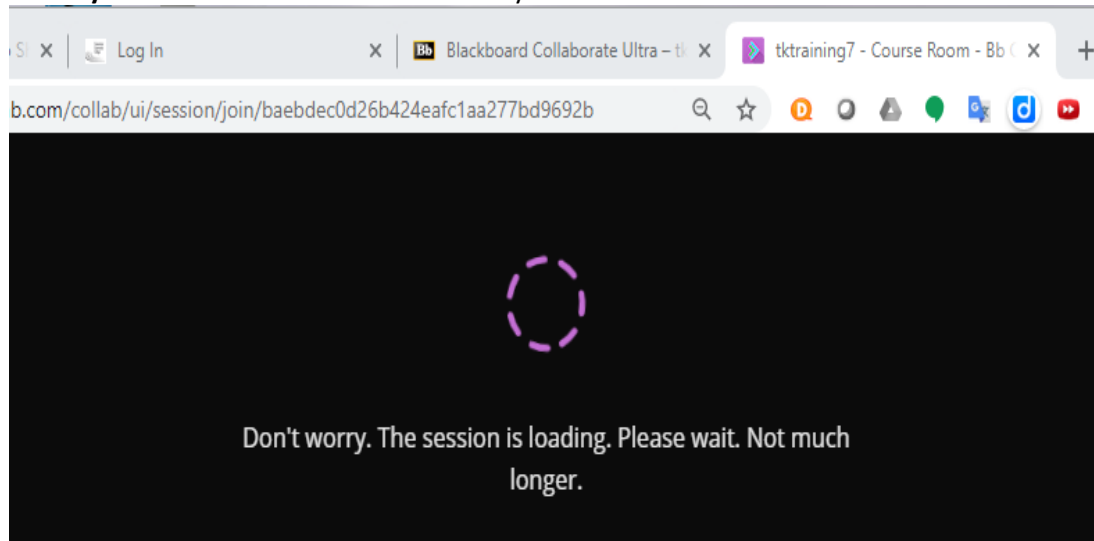
- While most settings can be changed any time during the session, you must set some settings before the session begins, if you want to use them.
 - *Guest access (generally you set this up once in Course Room and that's it)*
 - *Default Attendee Role: Instructors join as Moderators; students join as Participants.*
 - **Anonymize chat messages (in recordings):**
 - Chat messages posted during the session appear as anonymous posts in the recording. You need to plan ahead with this option and turn it on before recording the session.
 - Once the recording has started you can't change your mind. This option is not reversible.
 - *Enable session telephony (generally this is set up once)*
 - *Private chat settings*
 - *Participants can only chat with Moderators:* If instructors don't want students to be distracted through online chat, they can select this option.
 - *Moderators supervise all private chats:* Moderators can see everything that is said in private chat channels between attendee. An alert appears at the top of the private chat channel informing attendees that the chat is being supervised, but *it's good idea to verbally let students know as well!*

SUMMARY: Settings You Can Change During (or After) as Session

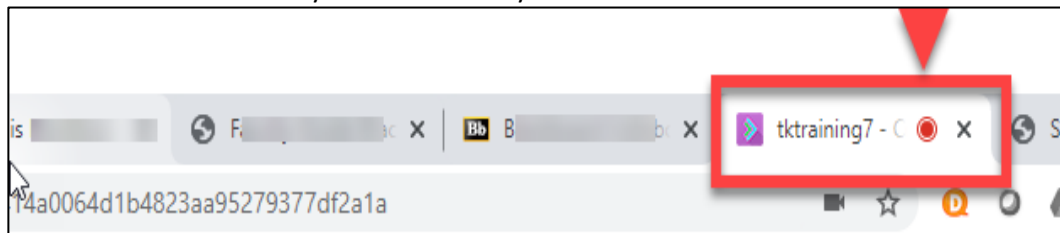
- Some settings you can change during the session. If you want to change settings during a session, open the Collaborate panel, select My Settings, and open Session Settings.
 - *Only show moderator profile pictures*
 - *Participant permissions*
 - If you do not want your participants to be able to communicate with each other *before* you enter the room, disable the Participant Permissions tools...
 - ...but be sure to turn them back on once you begin the session!
 - *Allow recording downloads:* Enables students to be able to download recordings, not just Moderators. If the session has ended, change the session end date to the current or a future date and select Save.

Navigating Inside Your Course Room or Session

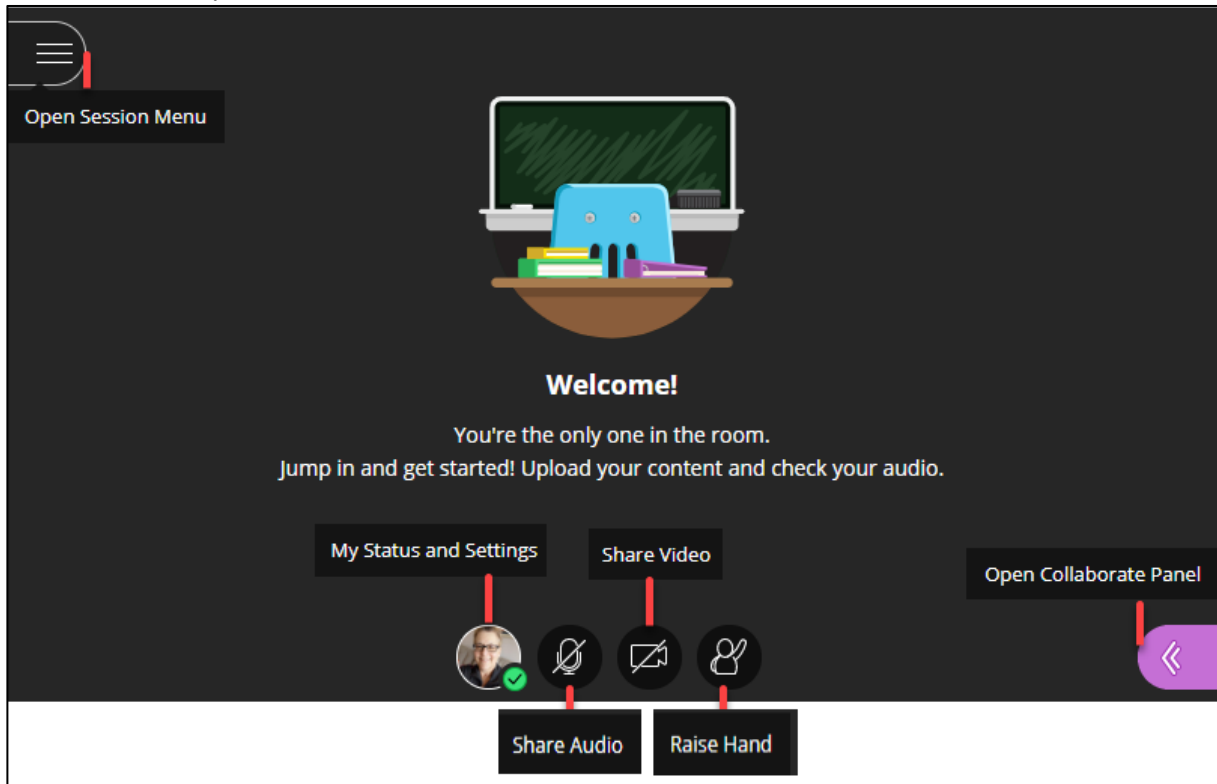
- When you first enter your Course Room or any session, you will see a black screen that includes the following:
 - Session Menu (upper left)
 - Collaborate Panel (lower right)
 - Media Space (center area)
 - Interaction Bar (center bottom)
 - Change View Mode (top right small grid icon)
- **When you click to enter the course room** you will see a screen like this:



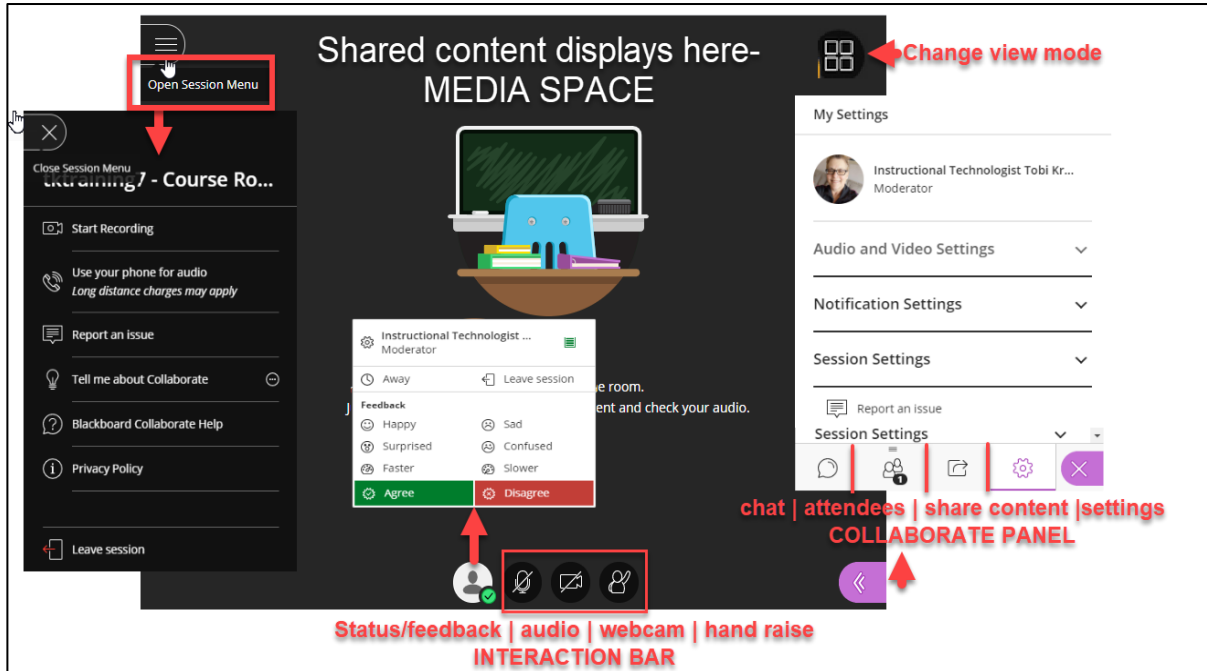
- **Collaborate will then ask for permission to access your camera and microphone. Give Collaborate permission when asked**, and/or set up permissions in browser preferences.
 - *Note: If you block permission when first asked, you must leave the session, clear your browser cache, and re-enter the session to allow use of the devices.*
 - *Neither faculty nor students are required to have a computer with a webcam, although it is strongly recommended for faculty.*
- When the Course Room (or any session), has loaded, it opens in a new browser tab with a small red dot – this lets you know where your 'active session' tab is.



- Now you'll see a screen like this:

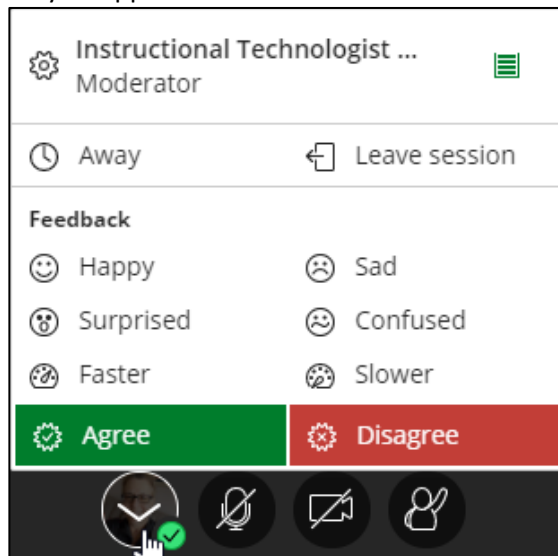


- Here's what it looks like with all of the panels expanded:



The Interaction Bar and Status/Feedback Indicators

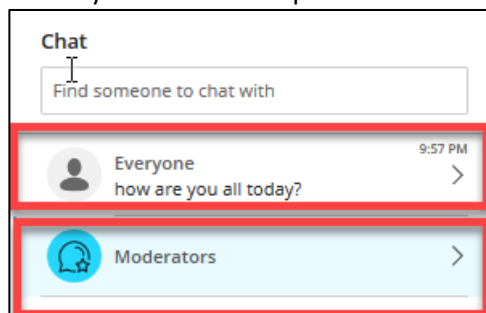
- **Status/Feedback Indicators:** Change your status to away, or use the indicators icons to let others know how you feel about something said or shared in the session. Feedback icons appears with an attendee's profile picture on the main stage, in the Attendees panel, and in Chat. After 30 seconds the feedback disappears.
- Audio microphone icon – mute/unmute
- Webcam display icon
- Raise/lower hand icon
- In most cases, students can see other students' feedback emojis in the Participants panel but they disappear after 30 seconds.



The Collaborate Panel

Chat

- The Chat panel has two sections – one specifically for Moderators and the other for the chat of everyone else. Participants cannot see moderators'

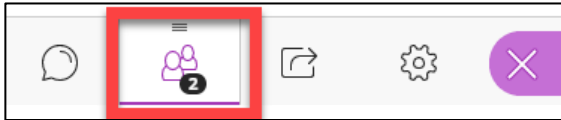


- *Attendees cannot see chat that was displayed prior to their entry into the session.*
- Moderators can limit who participants chat privately with.

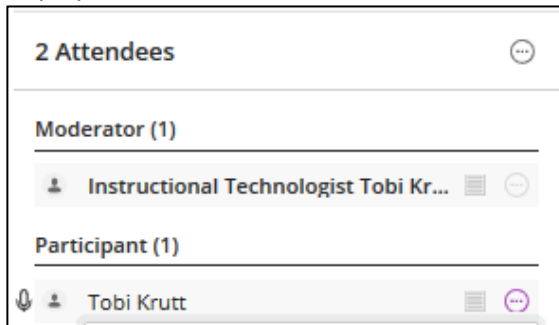
- Moderators can choose to allow participants to only chat privately with moderators.
- *Remember to warn students if the Moderator has selected Supervised chats. There is a warning when moderators are supervising.*
- If you use Everyone chat, Moderators can download the Everyone chat transcript.

Attendees List and Attendee Controls

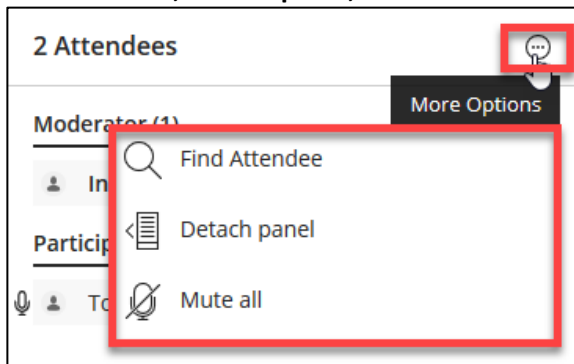
- To view the *Attendee Panel*, display the Collaborate panel and click Attendees icon.



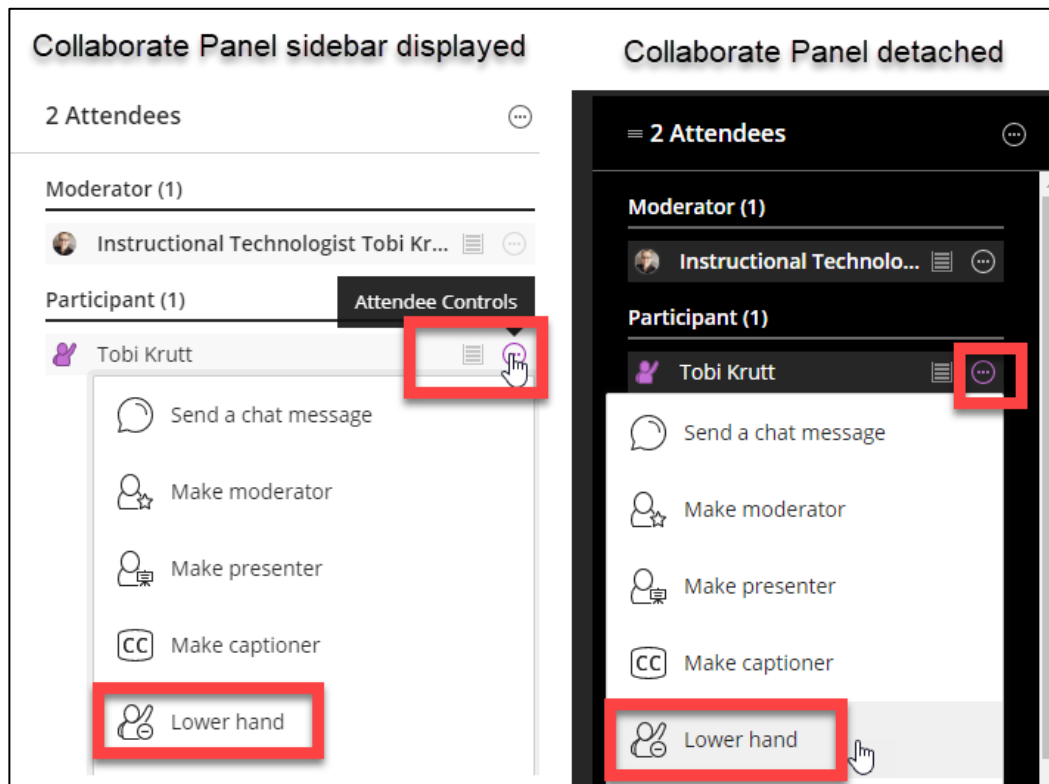
- Notice that the *Attendees Panel* has two sections, one specifically for *Moderators* and another for *Participants*. If a *Participant* is promoted to a *Moderator*, they immediately display in the Moderator section.



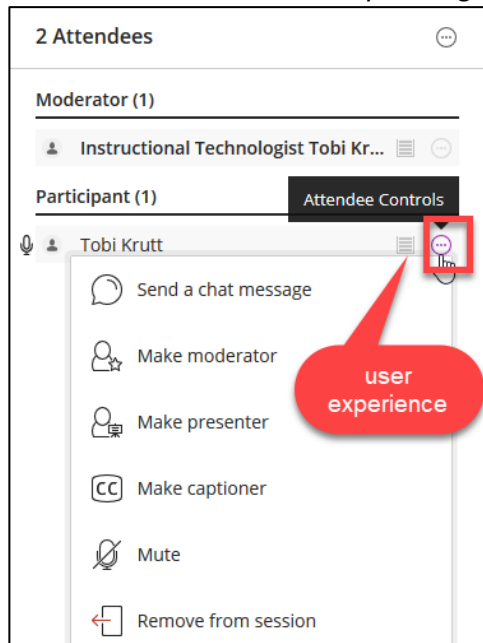
- To see **More Options** for the Attendees Panel click the round icon with 3 dots:
Find attendee, Detach panel, Mute all.



- The **Attendees** can be displayed with the Collaborate Panel displayed or detached:



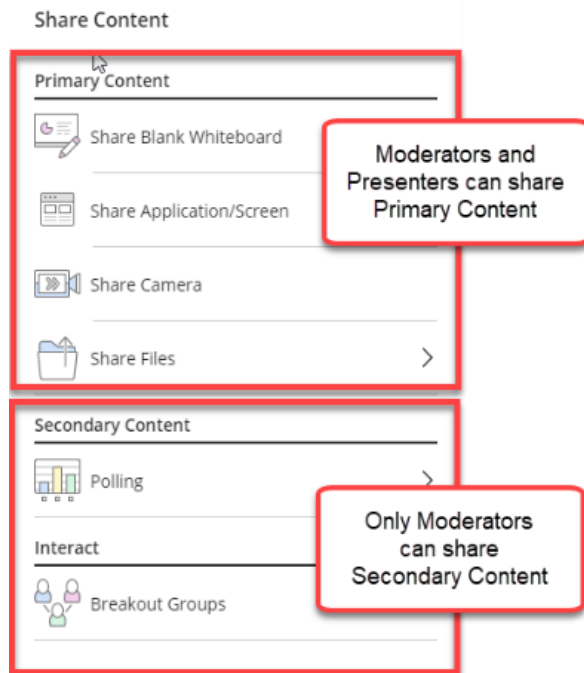
- View the **Attendee Controls** by clicking the icon that looks like a circle with three dots.



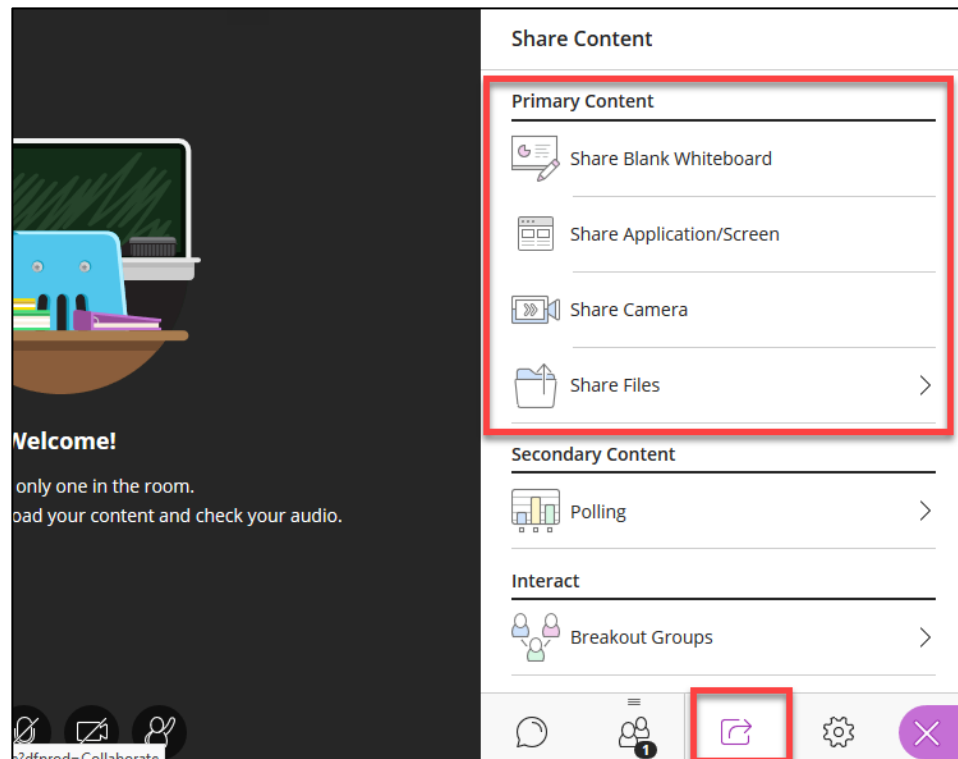
- An attendee cannot read chat messages that appeared in the Chat Panel prior to the time they entered the session.

Content Sharing Options: Primary and Secondary Content

- There are two kinds of content: **Primary** and **Secondary**.
- Moderators and Presenters can share *Primary Content*. Only Moderators can share *Secondary Content* (Breakout Sessions and Polling).
- NOTE: **Breakout sessions** and **Polling** will be covered separately.

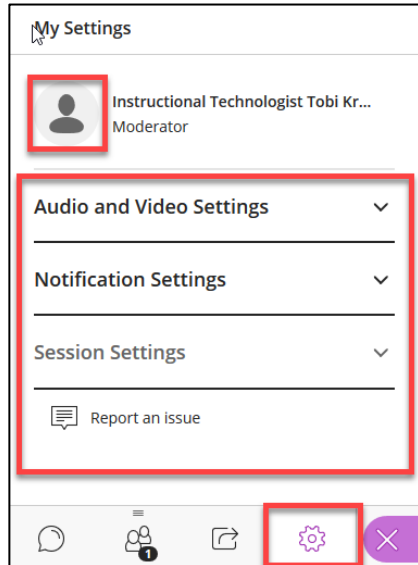


- Content is shared from the Share Content icon on the bottom of the Collaborate Panel.

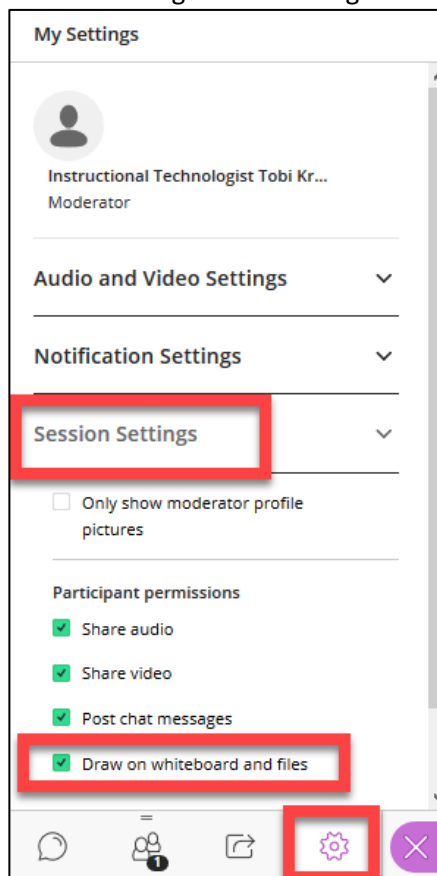


My Settings

- Here you can upload a profile photo, check your own audio and video settings, select your own preferences for *Notifications* during the session (for example, when attendees join or leave, posts a chat, raises their hand, etc.), and select specific Session settings.
- Note that each section is expandable and collapsible.



- Session Settings can be changed during the session.



Sharing Primary Content

A best practice when you begin sharing is always to ask participants to raise their hands if they can see what you are sharing. A lag can indicate that someone has an issue with connection speed.

REMEMBER: Google Chrome or Edge Chromium browsers are strongly recommended.

Share Whiteboard

- Experiment with the various controls, from left to right:
 - Select objects with the arrow, to move them around.
 - Point to objects with the Pointer tool.
 - Use the Pencil to draw on the whiteboard.
 - Use the Shape tool to select a shape (rectangle, ellipse, or line) and add it to the whiteboard.
 - Use the Text tool to type on the screen.
 - Use the Clear tool to clear the entire screen (Moderators only)

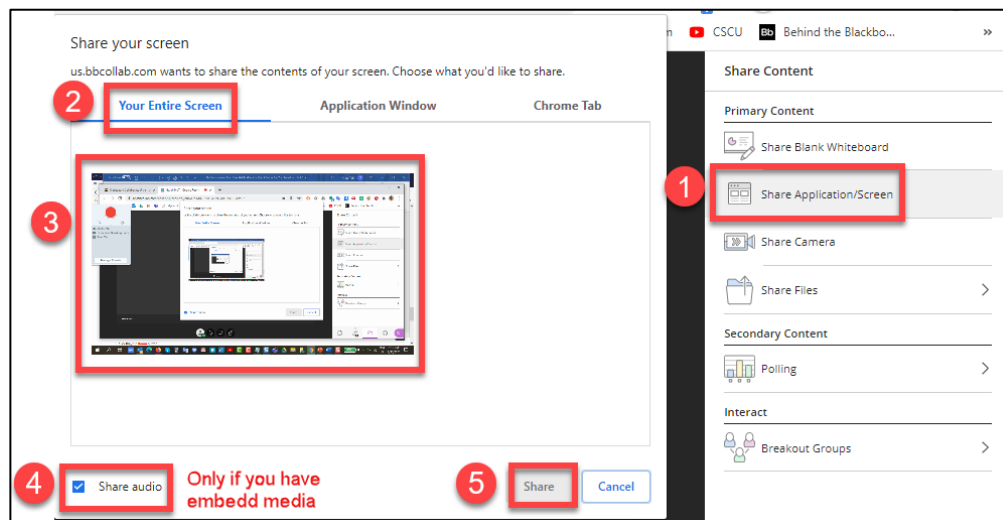


Share Application/Screen

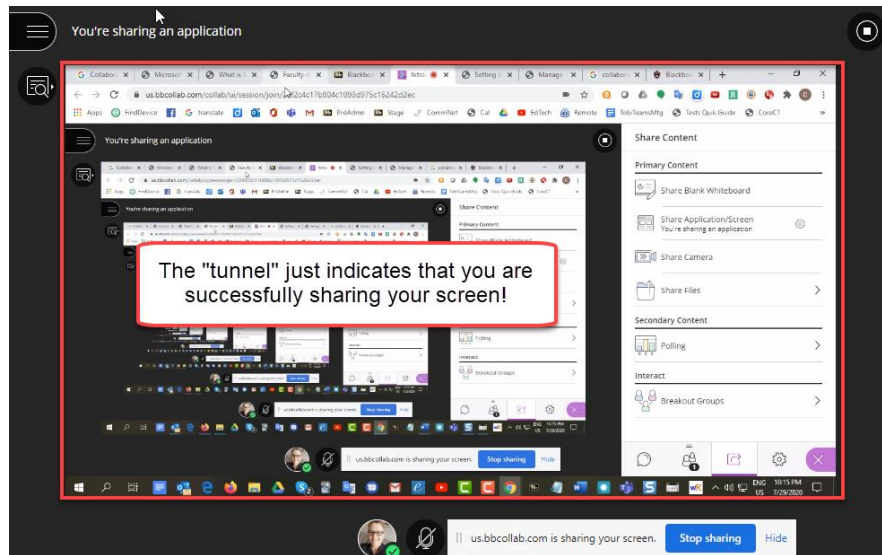
Choose the tab for what you want to share, **Your Entire Screen**, a specific **Application Window**, or the **Chrome Tab** (used to share streaming media).

Share “Your Entire Screen”

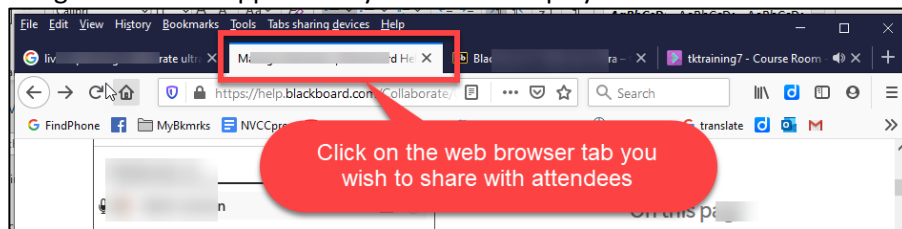
1. Open the *Collaborate* panel, click *Share Content*, then click the **Share Application/Screen**.
2. Click the **Your Entire Screen** tab
3. Click the box below it
4. If you have embedded media in a PowerPoint, click the Share Audio button
5. Click the Share button.



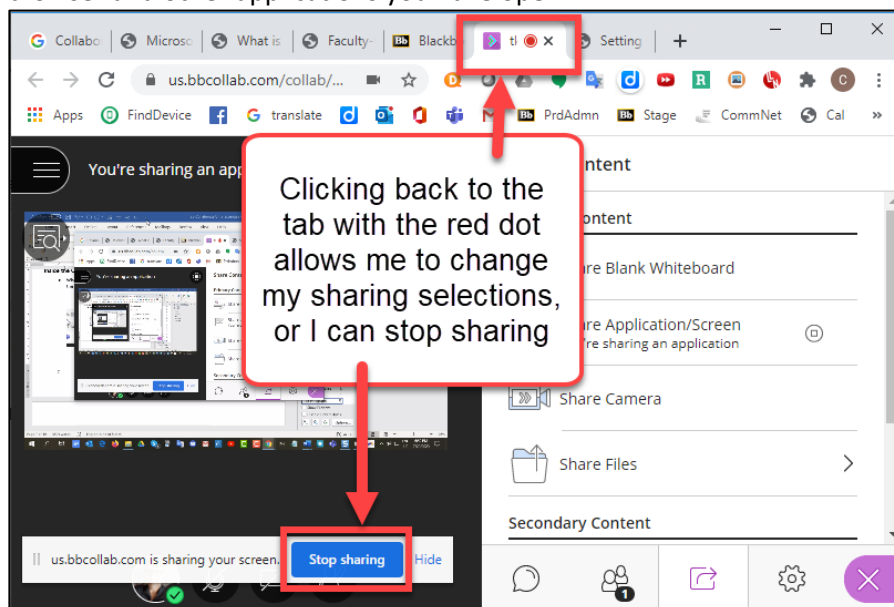
- When you select **Share Entire Screen**, you will first see the what is called the “tunnel” -- think of it like a fun-house mirror in a mirror. It’s telling you your screen is sharing correctly. This only happens when doing full-screen sharing, not when sharing individual applications.



- To get rid of the “tunnel,” just move your mouse to the browser tab you want to show, or bring forward the application you want to display.



- If you are sharing your web browsers and have multiple tabs open, you can click from tab to tab in order to share different content on each tab, or you can switch between your web browser and other applications you have open.

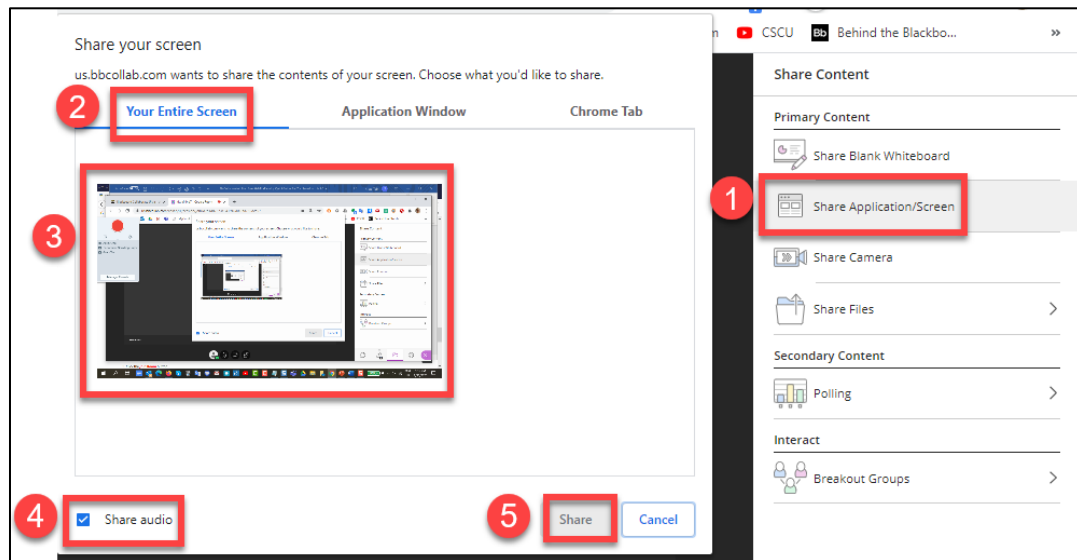


- If it's difficult for attendees to see when you are sharing your whole screen (for example if you're sharing a Word document), stop sharing your screen and reshare by selecting only the specific application you want attendees to see.
 - Each individual user can utilize their Resizing Tools to make content more readable for them. *Changes made by one user do not impact what everyone else sees.*

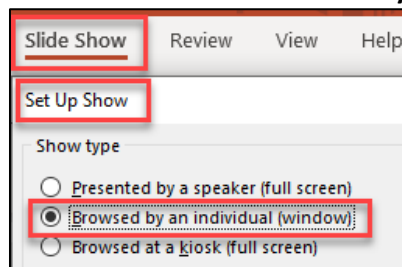


Show a PowerPoint with Embedded Media using “Your Entire Screen” sharing Option

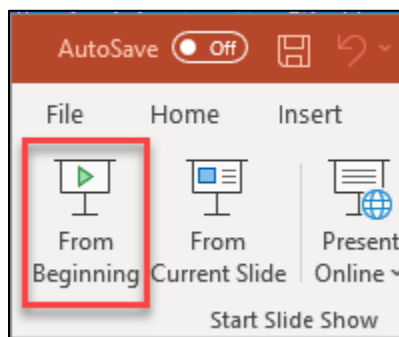
- If you have a PowerPoint that has media embedded into it that includes sound, you must use the option to share **Your Entire Screen**.
- Be sure to click the “Share Audio” checkbox at the bottom.



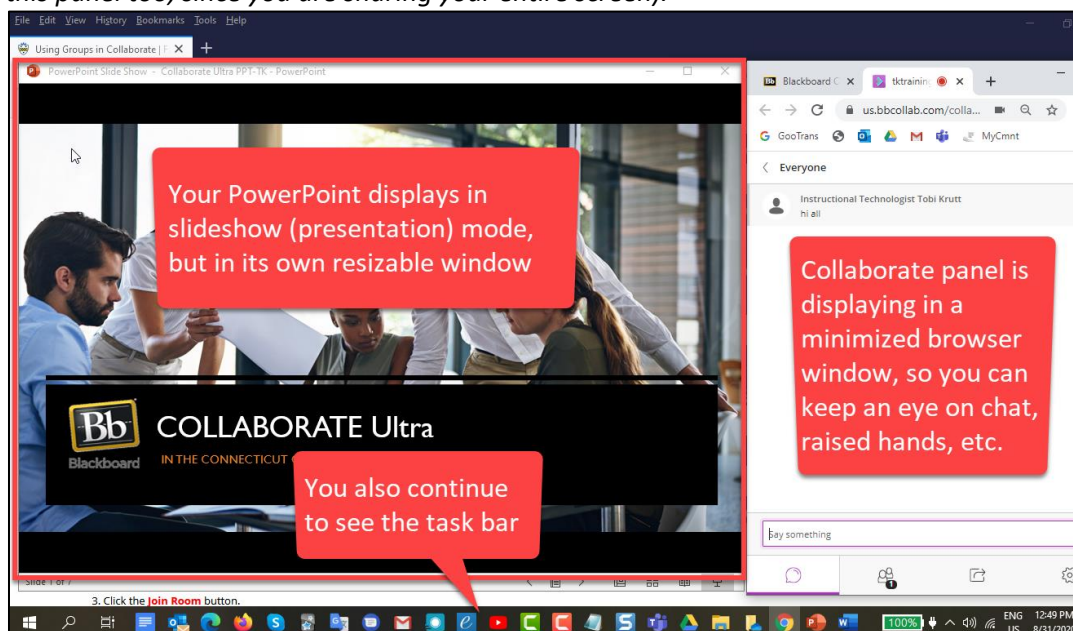
- **You must put the PowerPoint into Slideshow Mode (aka Presentation Mode) for the students to hear the audio from your embedded media.**
- If you would like to have your PowerPoint in Slideshow Mode but not have it take up the entire screen, you can change the PowerPoint settings, so it displays in its own resizable window. To do this in PowerPoint, on the Ribbon click the **Slide Show** tab then **click Set Up Show** then select the **Browsed by an individual (window)** radio button.



- Then you can begin the slideshow by clicking the **From Beginning** button on the Ribbon.



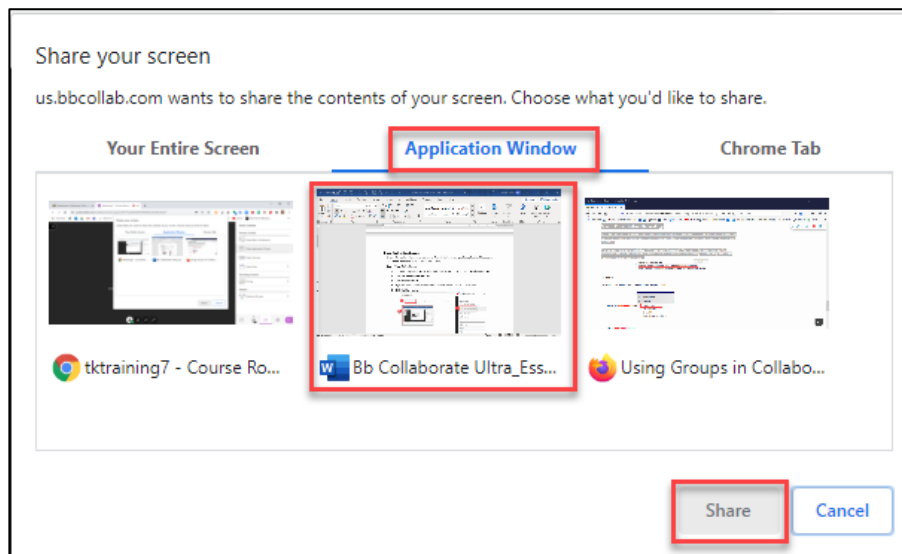
- Now when you present your PowerPoint and click on any embedded media, the computer sound will also play through.
- If you like, you can move your windows around as shown in the screenshot below, so that your Collaborate Panel is in a browser window that has been minimized and moved to one side, and your resized PowerPoint presentation, in slide show mode, is on the left. That way you can keep an eye on chat questions, raised hands, etc. *(remember your students can see this panel too, since you are sharing your entire screen).*



Share “Application Window”

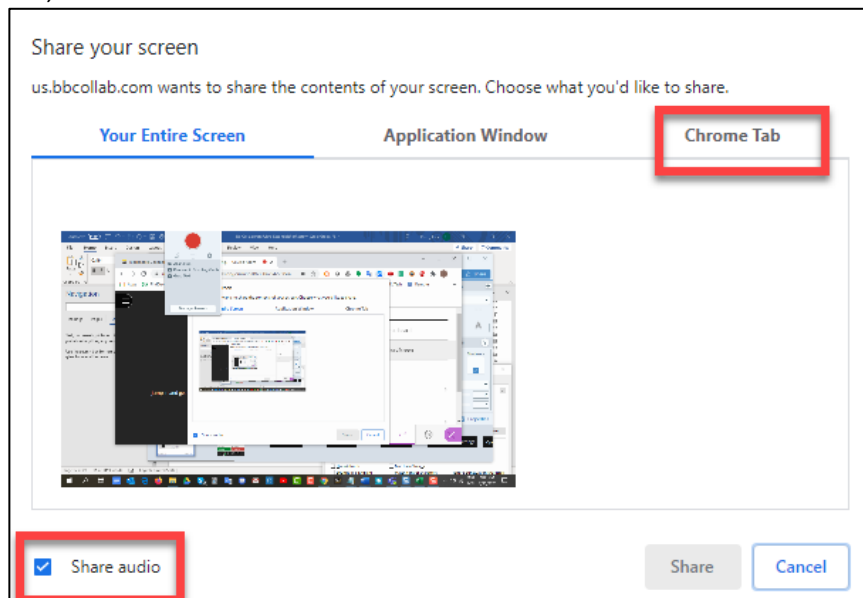
1. From the *Collaborate* panel, click *Share Content*, then click the **Share Application/Screen**.
2. Click the **Application Window** tab.
3. Click the box below it to select the specific application you wish to share.
 - a. NOTE that the application you want to share cannot be minimized on the task bar—the window has to be open.

4. Click the **Share** button.



Share “Chrome Tab” for Streaming Media (must use Chrome web browser)

- To share streaming media (such as from YouTube) or a video file, you must be in the **Chrome tab**, and be sure to click the **Share Audio** checkbox.



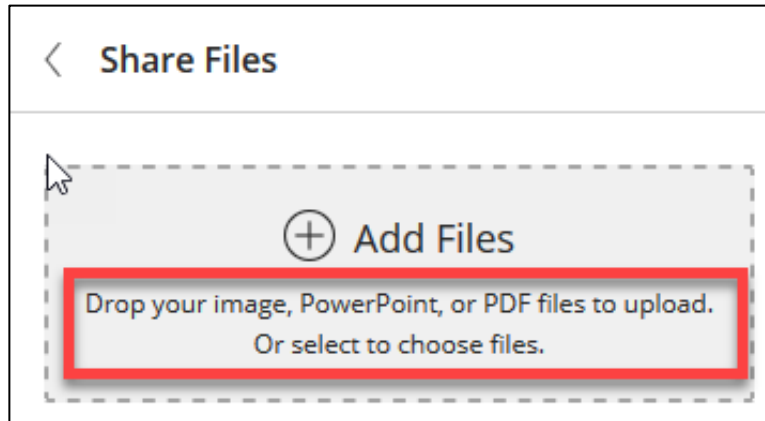
- There will always be a delay.
- Alternative is to paste the link to the YouTube video into Chat (when they click the link it will open in a new tab), have students watch it, and then return to the session.

Share Camera

- A camera other than a built-in webcam must be a USB plug-in.

Share Files

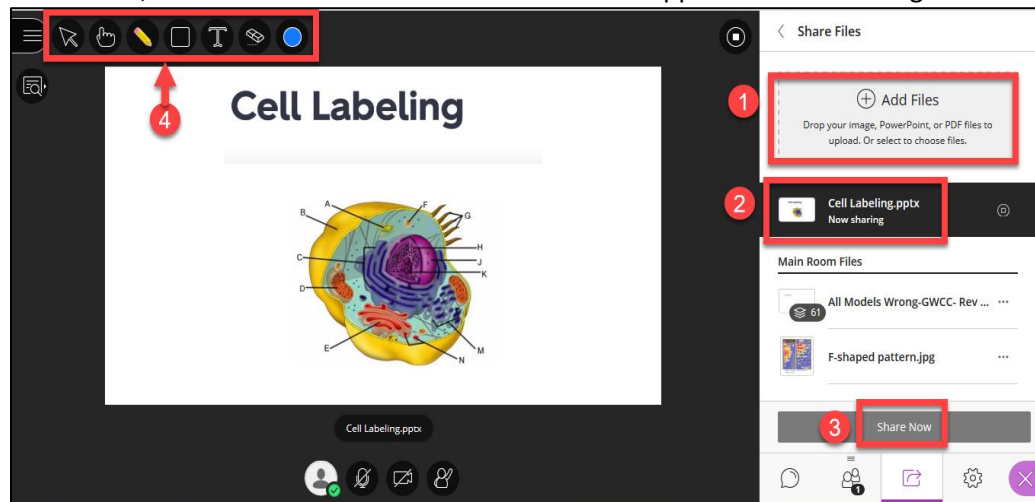
- Go to the Share Files button. Can only add images, PowerPoints or PDFs. If it's a Word file, make it a PDF.



- Spacebar or select Share Files button to open the Share Files panel.
- Files must be 60 MB or smaller: May need to chop up large files like PowerPoints
- Navigate a shared file with the “slide sorter” on right, so Presenter can easily navigate slides

Allow Students to Annotate a Displayed Image or Slide

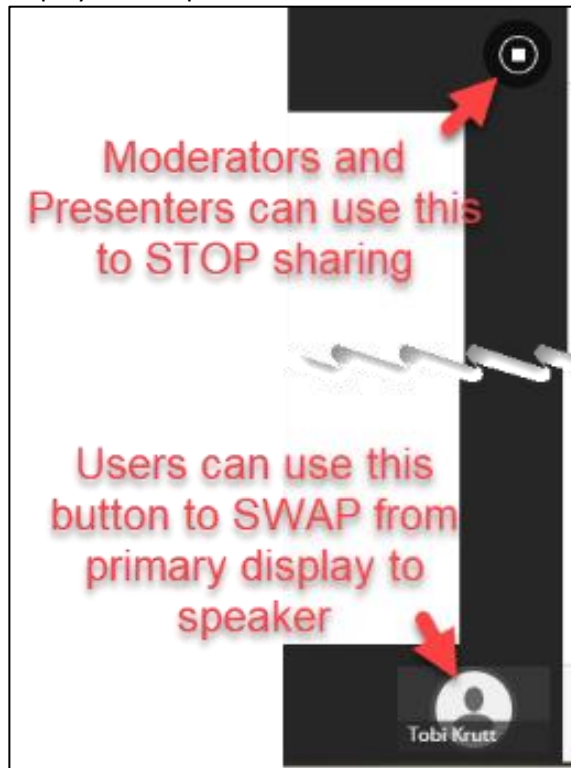
- Once you have uploaded a file (image, PowerPoint, or PDF) you can share it so students can view it in the media space. Just click to select the file you wish to share, and click **Share Now**, and the whiteboard annotation tools will appear above the image.



- If you want students to annotate it, you must make sure that they the session privilege to draw on the whiteboard:

Stopping and Swapping Shared Content

- The graphic below shows the button that Moderators can use to stop sharing content, and the icon at the bottom right that Attendees can use to swap their display from the shared display to the speaker and back.

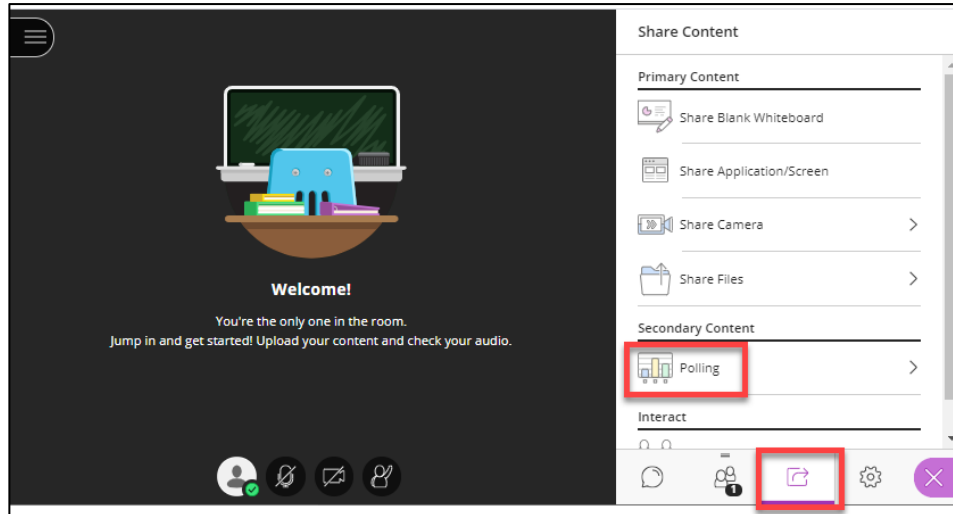


Secondary Content: Polling and Breakout Rooms

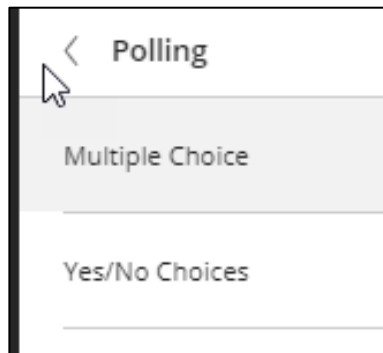
Secondary Content

Polling

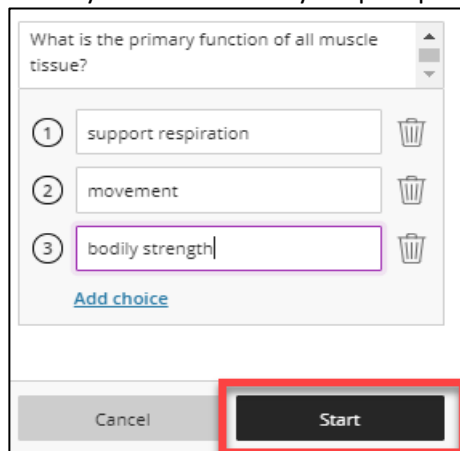
1. Start the polling process from the *Collaborate Panel* by clicking the *Share Content* icon and then selecting *Polling*.



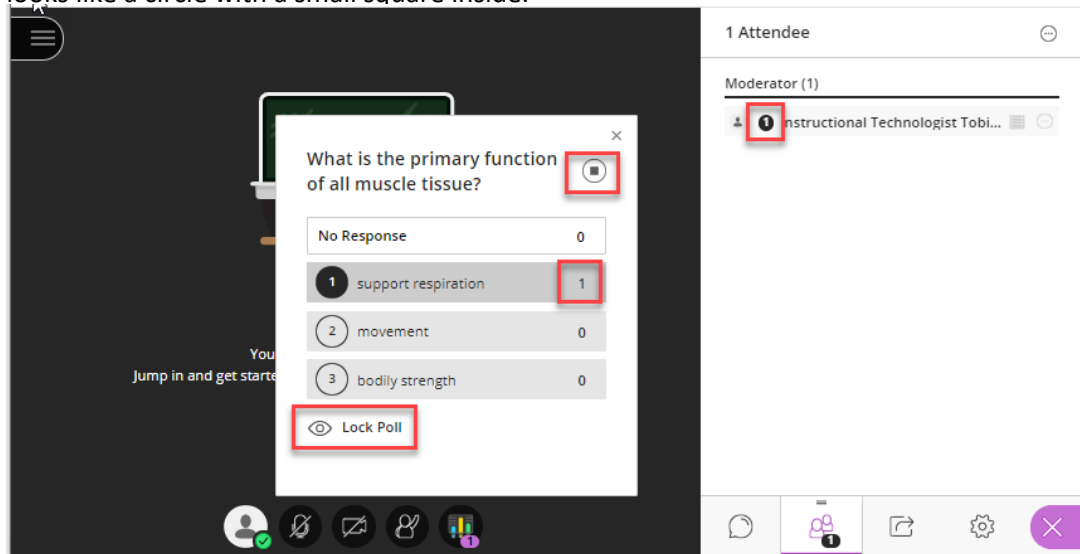
2. Choose and then create your poll question. You can only create one at a time and you cannot create them in advance in Collaborate.



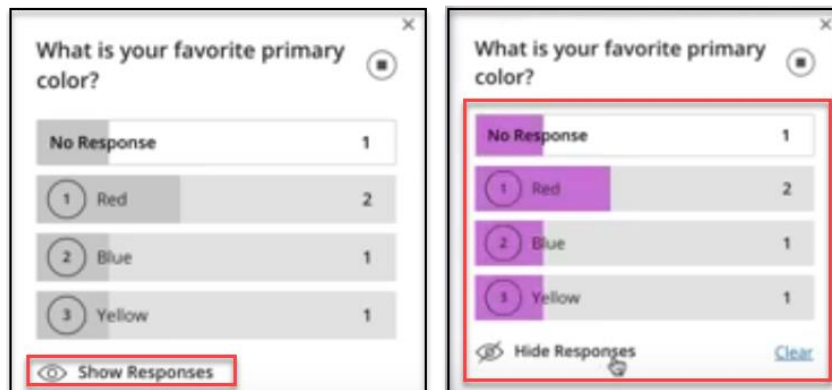
3. When you have created your poll question click **Start** to display it to students.



- The poll will display and show the total response counts for each possible answer and in the participant panel you can see the individual response from each student. You can lock the poll to prevent further responses. To stop the poll click the small icon at the top right that looks like a circle with a small square inside.



- You can show the aggregate poll responses to the students by clicking Show Responses, and you can Hide Responses. Students cannot see the individual selections by other students in the Participants panel.



- You can download the poll results in a CSV file that opens in Excel, by going to the Reports for the Course Room or session. See more information in the section of this documents on **Reports**.

Breakout Groups

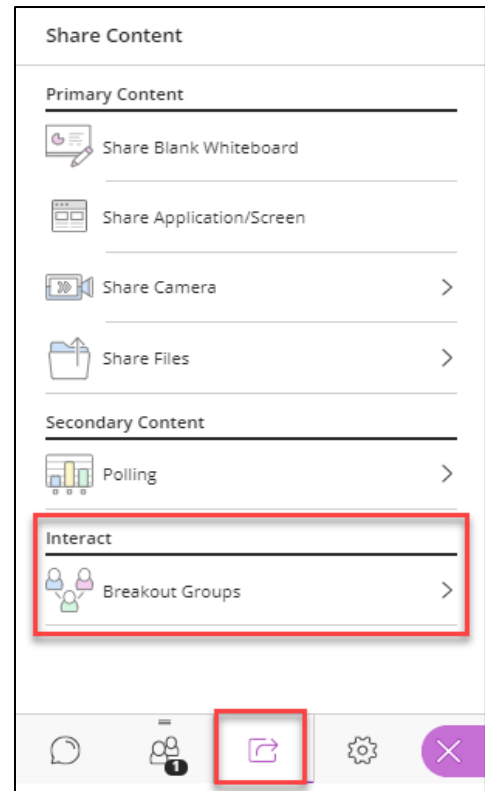
- To facilitate small group collaboration, you can create breakout groups that are separate from the main room and assign attendees to them.
- Breakout groups have their own private audio, video, whiteboard, application sharing, and chat.
- Students automatically become *Presenters* inside of breakout groups, even if they only had a Participant role in the main room.
- Any collaboration that takes place in a group is independent of the Main room (and other groups).

- You can choose to have Collaborate create and randomly assign breakout groups for you, or you can create the groups yourself. Breakout group membership is assigned during the session. You can't create breakout groups ahead of time or save them.
- What is said or viewed in a breakout room is not captured in recordings.

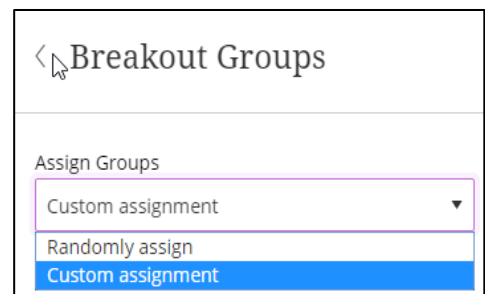
Creating and Working with Breakout Groups

1. Open the **Share Content** panel from the Collaborate panel.
2. Select **Breakout Groups**.
3. **Assign groups.** Select *Randomly assign* or *Custom assignment*.

- Randomly assign:
 - Collaborate creates groups and randomly assigns attendees for you. *Randomly assign* is only available when there are four or more people in the room.
 - If you want to be in a group, select *Include moderators in group assignment*.
 - You can change how many attendees are in each group. Select the number of groups from the *Number of Groups* menu.
 - If you don't like how the attendees are grouped, select *Reassign attendees*.



- Custom assignment:
 - Create your own groups and assign attendees to a group.
 - You can select the attendee's options menu and select the group, or you can drag and drop the attendee to the right group.
 - Select *Create a new group* to add more groups. You can create up to 20 groups.

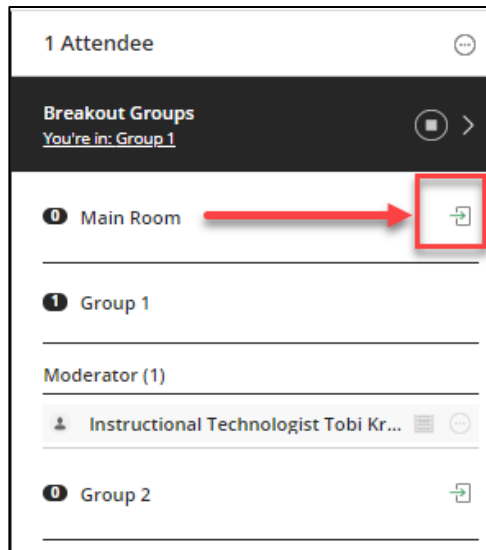


4. If you want attendees to be able to move to another group on their own., select *Allow attendees to switch groups*.

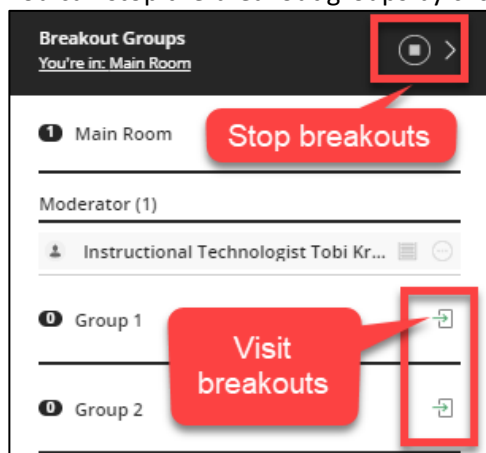
☐ Allow participants to switch groups

5. Once you have the breakout groups set up, click the **Start** button at the bottom of the Collaborate panel.
6. You can visit each breakout group by entering the little door icon next to each group name.

7. To return to the Main Room, just click the little door icon to the right of “Main Room” at the top of the Breakout Groups



8. You can stop the breakout groups by clicking the Stop icon at the top.



Share Files to Breakout Groups

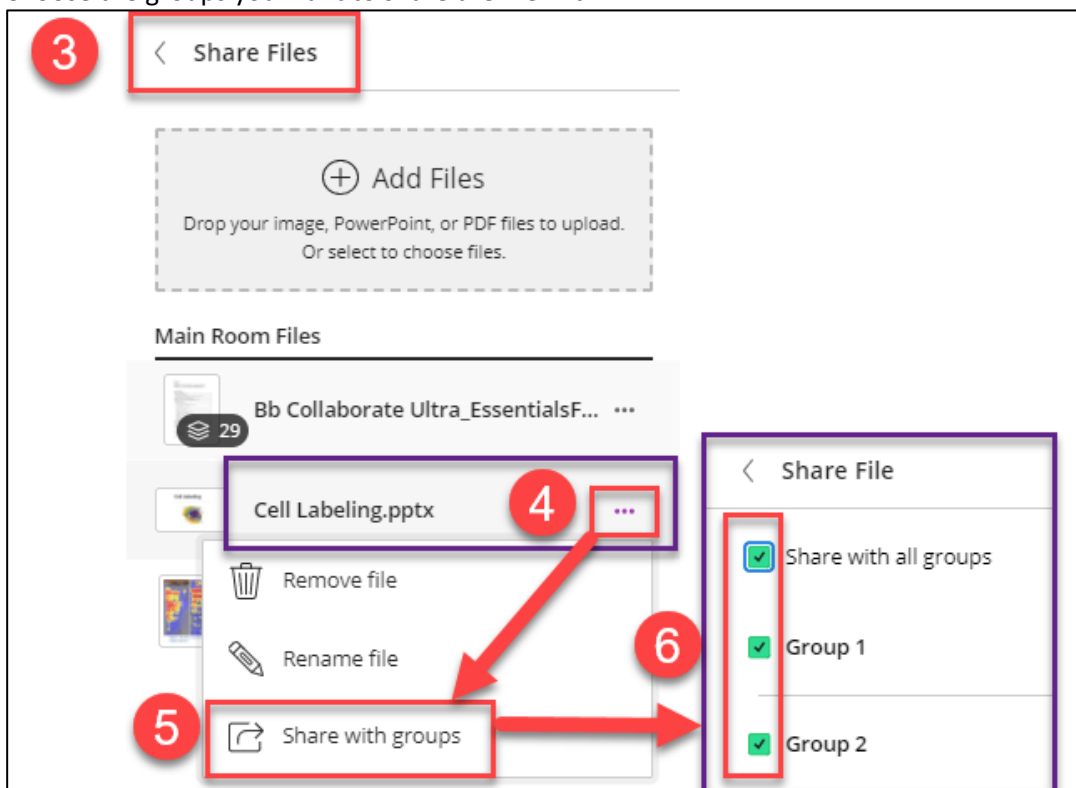
You can share files, with one or more breakout groups.

1. From the Collaborate panel, start your breakout groups.
2. Then on the Collaborate panel, click the **Share Content** icon.



3. Select **Share Files**.
4. Open the File options dropdown menu of the file you want to share.
5. Select **Share with groups**.

6. Choose the groups you want to share the file with.



7. Select the **Share Now** button.
8. The image or the first slide or page of the file displays to those within the breakout group(s) selected. Students can annotate shared files. The annotations can be saved by the instructor by going into each breakout group and grabbing a screenshot.



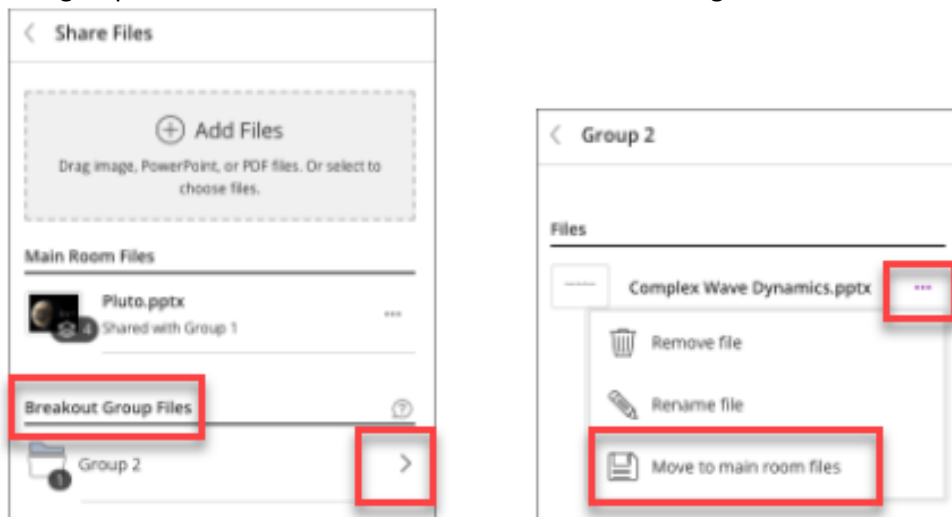
Save Files from Breakout Groups

You can also save group files to use later. Find the breakout group files and save them to the main room before logging out of the session.

1. After ending breakout groups and before leaving the session, select Share Files.
2. Open a breakout group folder.

3. Open the File options dropdown menu of the file you want to save.
4. Select Move to main room files.

The group file is saved to the main room and can be used again.



Recordings and Breakout Groups

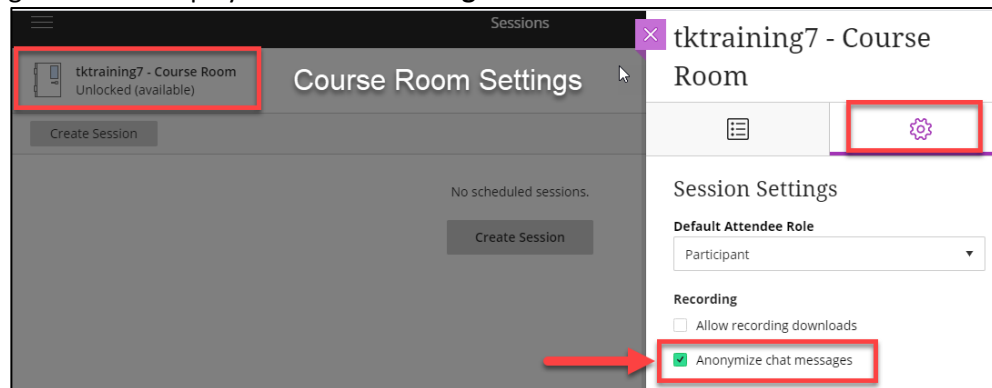
- What is said or viewed in a breakout group is not captured in recordings. Collaborate stops recording your session if all attendees leave the main room to join breakout groups.
- You can start your recording again from the Session Menu when one or more attendees return to the main room.

Recording

- *If you are planning to record the meeting, be sure to let all participants know!*
- *Warn participants that you cannot edit out their comments from the recording.*
- *Be sure to anonymize chat messages!*

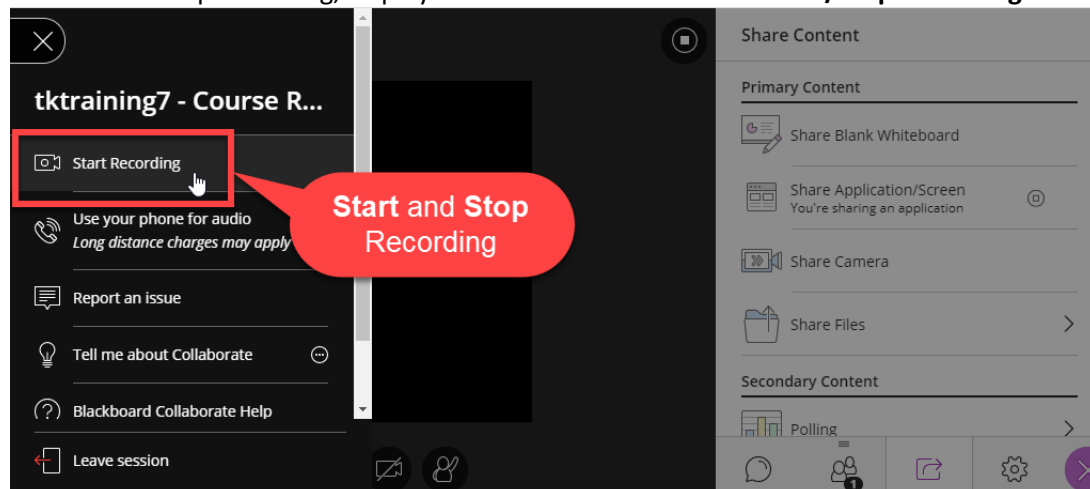
In case you decide that you wish to download and re-use a particular lecture recording in a different class, it's very important for FERPA reasons that you anonymize the chat box, since it is included in Collaborate Ultra recordings.

- Find this setting by expanding the **Collaborate Panel** for any session, and clicking the gear icon to display the **Session Settings**.

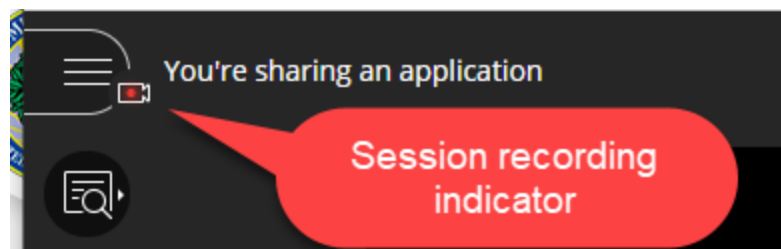


Start and Stop Recording

- To start and stop recording, display the Session Menu and click **Start/Stop Recording**.

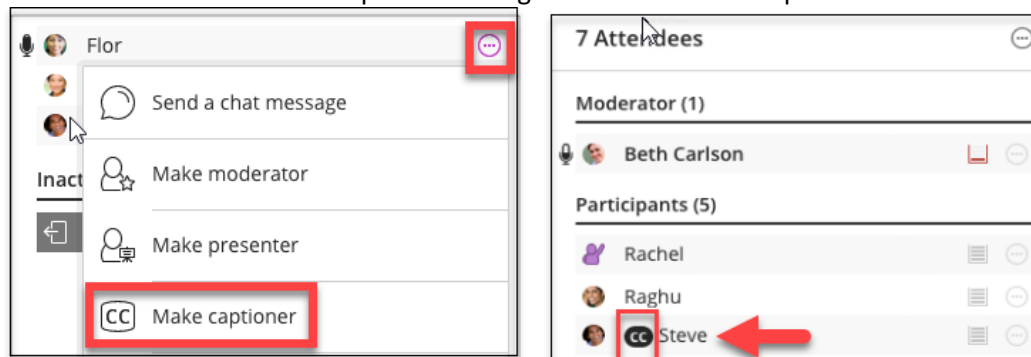


- While you are recording, a small session recording icon displays on the Session Menu.

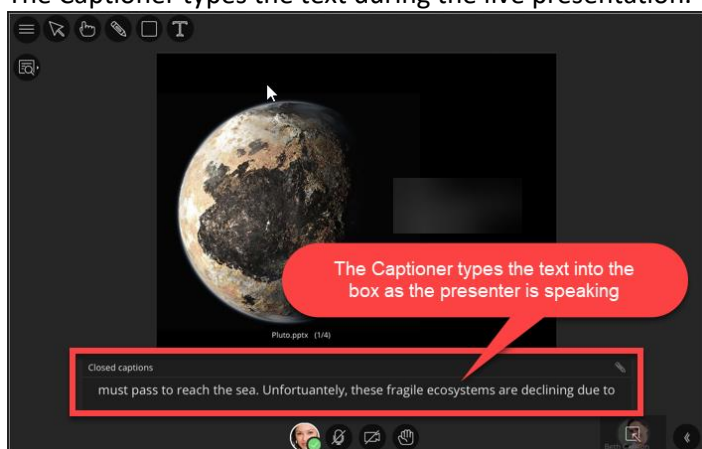


Assigning a Live Captioner

- Instructors can select a Participant and assign them the role of Captioner.



- The Captioner types the text during the live presentation.



Adding Mechanical Fidelity (Automatic Speech Recognition) Captions

- Currently, to add “Mechanical Fidelity/Automatic Speech Recognition” captions you must download your Collaborate Ultra recording and upload it into Kaltura until such time as they have live ASR captioning in Collaborate.

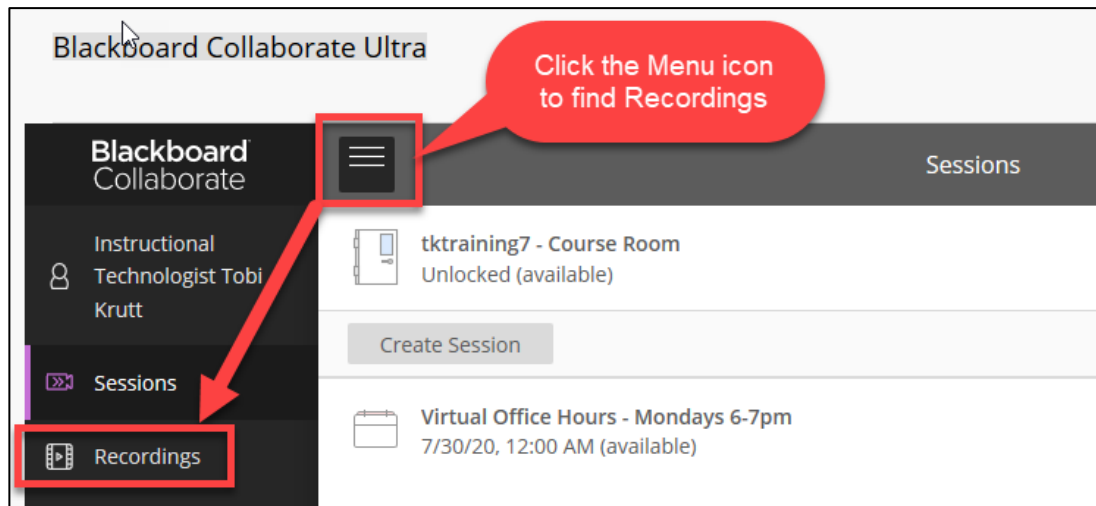
Included in Recordings

- Recorded sessions are compressed and saved as MP4s. Recordings include activity in the live session.
- Any content shared or active speaker video. If both are shared during the session, only the content shared is recorded.
- Captions entered during the live session or added later by a moderator. Only one caption track is available. If your session had more than one caption track, only the first available one is captured.
- Chat messages in the Everyone channel. Private messages and chat messages in breakout groups are not recorded.

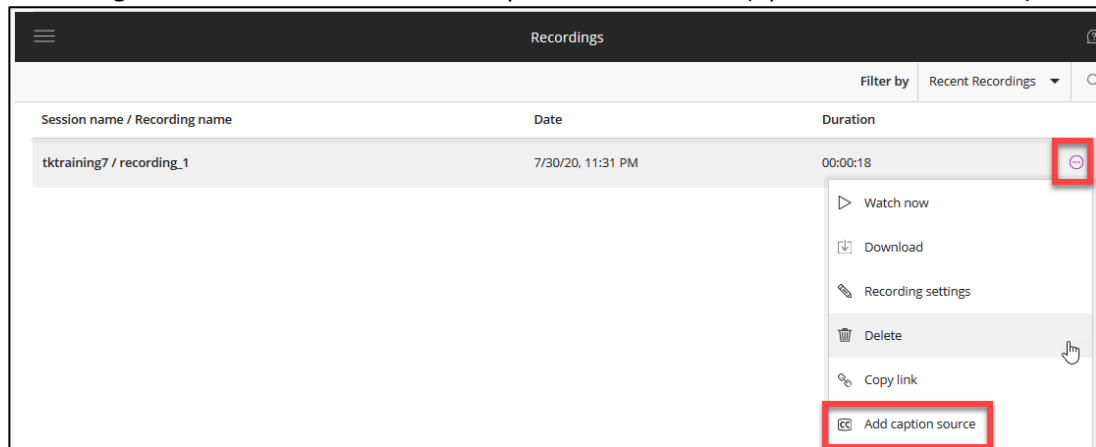
Where to Find Recordings

- When viewing the sessions, click the **Menu** icon to navigate to the recordings for the course.

- **IMPORTANT:** It often takes several hours, or even overnight, for a long recording to show up.



- Recordings can be renamed and have a caption source added (upload a .vtt or .srt file)



Who Has Access to Class Recordings?

- All users can watch/listen to any recording made in any session within a class
- Only Moderators can download recordings unless this permission is provided to users in a session.
- *If an instructor wants specific recordings (for example, individual presentations or group recordings) to be available only to specific people or groups, that recording should be immediately downloaded and then deleted from Collaborate Ultra. Then the video can be uploaded into Blackboard via Kaltura to be available to specific individual or to Groups in Blackboard.*

Are Collaborate Recordings Stored in Blackboard?

- No, they are not stored in Blackboard, so they do not use up any storage space in your Blackboard course shells. Like videos uploaded to Kaltura, Collaborate recordings are stored in a separate streaming server just for those files. **However, one important thing that faculty need to know is that the recordings do not get copied from term to term because there are no links to them inside the Bb course.** So if a faculty member wants to re-use a recording from Collaborate (which should ONLY be done if there is NO student video, images, audio, or

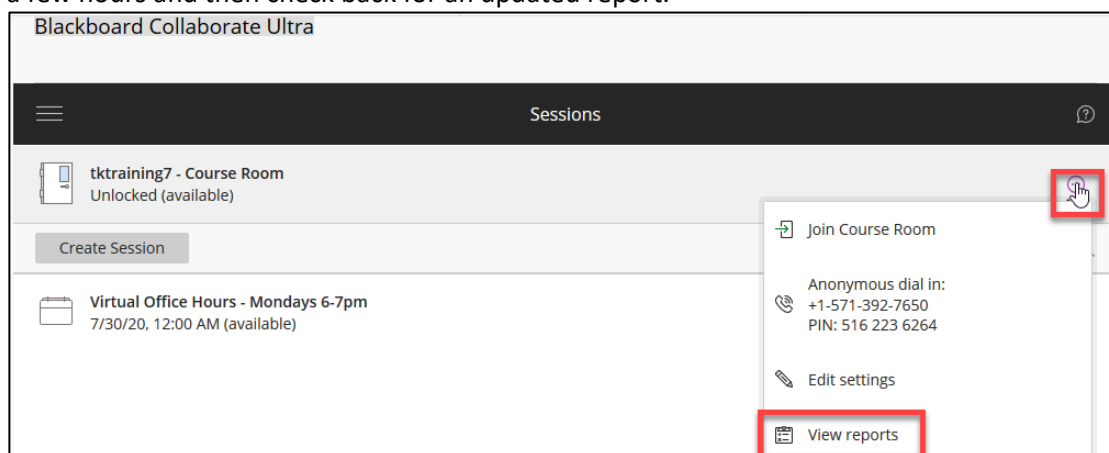
text), they must download it, upload it into Kaltura, and then provide a link to it from Kaltura as they usually would. This is the only way to re-use recordings from Collaborate from one term to the next.

Privacy Information Relevant to Recordings

- Be careful about privacy information related to students and your recordings.
- *Be sure to always anonymize chat messages so student names do not appear in the Chat Panel in recordings.* Students should not be asked to state their full names in recordings.
- Be sure that students know when they are being recorded.
- *Never download a recording that was made of a class meeting that contains student video, profile photos, audio, or text and then upload it for re-use in a different class section with different students.*
- Never make a recording public or share unless you have received every students' written permission.
- FERPA and Media Guidelines:
 - Additional legal guidelines for faculty associated with FERPA privacy information are being developed by the CSU System
 - [Lecture Capture and FERPA](#)
 - [FAQs on Photos and Videos Under FERPA](#)

Reports: Attendance Tracking and Poll Results

- To find attendance data for your Course Room or for a session you have created, the **Session Options** icon (circle with 3 dots) and select **View Reports**.
- **IMPORTANT:** It often takes several hours for an accurate attendance report to display. Sometimes a report will appear, but it does not accurately reflect attendance. Be sure to wait a few hours and then check back for an updated report.



- Click **View Report** for the details of each session meeting.

Reports: tktraining7 - Course Room

Start time	End time	Attendees	Duration	Polls	Attendance
7/30/20, 9:50 PM	7/30/20, 11:14 PM	2	01:23:45		View report
7/30/20, 8:13 PM	7/30/20, 8:41 PM	1	00:27:41		View report

tktraining7 - Course Room Report

Session details
Thursday, July 30, 2020
9:50 PM — 11:14 PM
Attendees
2
Average time in session
00:28:52

Tools
Export Report
Printable
Export to CSV

Support
Session ID
Id:372f817ee5b542b6871ca7c6bf6d

Name	Role	Attendee Type	First Join	Last leave	Total time	Joins
Instructional Technologist Tobin Krutt	Moderator	Integration	9:50 PM	11:14 PM	01:23:40	2
Tobi Krutt	Participant	Integration	9:55 PM	10:27 PM	00:31:49	2

- You can also download poll results in a CSV file that opens in Excel, by going to the Reports for the Course Room or for a session you created. This will enable you to review the results of the polls that you use for formative assessment in your class.

Blackboard Collaborate Ultra

Sessions

tktraining7 - Course Room
Unlocked (available)

Create Session

Virtual Office Hours, Mondays 2pm-4pm
8/31/20, 4:00 PM (no end date, not yet started)

Join Course Room

Anonymous dial in:
+1-571-392-7650
PIN: 516 223 6264

Edit settings

[View reports](#)

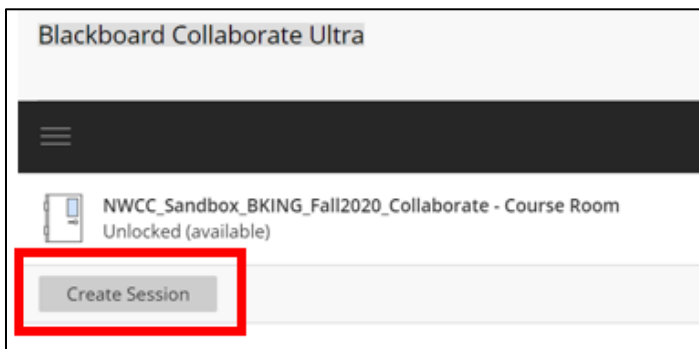
Reports: tktraining7 - Course Room

Start time	End time	Attendees	Duration	Polls	Attendance
8/29/20, 5:07 PM	8/29/20, 6:02 PM	1	00:54:15	View poll	View report

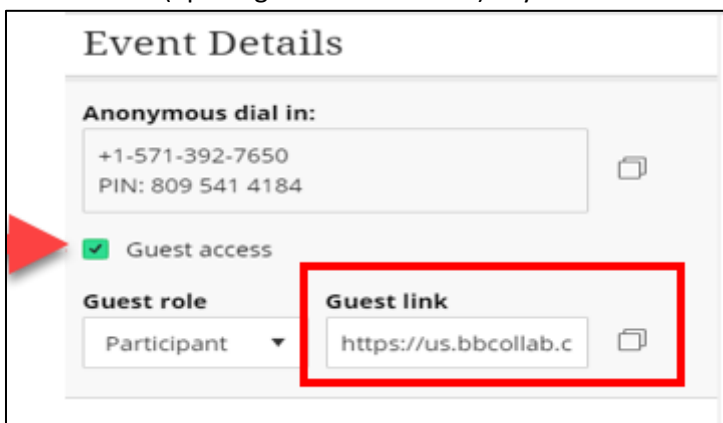
Creating Virtual Office Hours (VOH) in Collaborate

Create the VOH Session in one of your sections (CRNs)

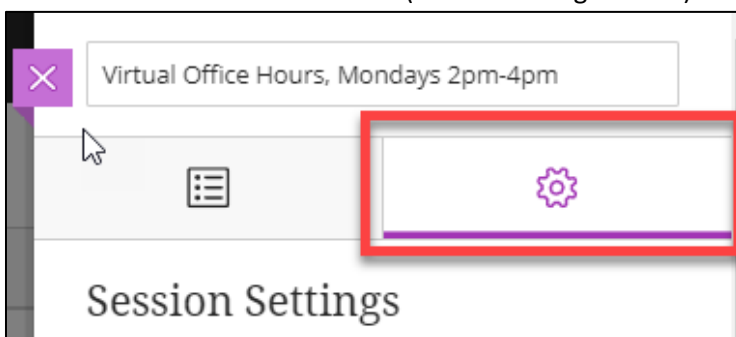
- You are going to **Create a Session**--your *Virtual Office Hours* session in your highest enrollment course section.



- Name your session--for example, **Virtual Office Hours, Mondays 2-4 pm**.
- In the **Event Details** tab for the session, select the “Guest access” checkbox, then Save the session. This will generate the guest link. Now, copy the guest link. The guest link will be added as a web link (opening in a new window) in your other Bb sections.



- Next click the **Session Details** tab (it has a small gear icon):



- If you like, you can create the *Virtual Office Hours* session and just leave it open so students can go into it at any time (you can adjust what they can do once inside by adjusting the Participant Settings for the session, which are in *Session Settings*). To do this, just create the session and click the checkbox for *No end (open session)*.
 - Note: You cannot lock a session you create, as you can the Course Room.*

Virtual Office Hours, Mondays 2pm-4pm

Event Details

☐ Guest access

Start

8/31/20 4:00 PM

End

8/31/20 5:15 PM

☒ No end (open session)

- Alternately, you can make it a *recurring session*, so there is a separate session for each week's office hours. This is a good option if you only want students to enter your Virtual Office Hours session at the appointed time(s).
 - *Note: Be sure to pad the ending time by at least 15 min. Room closes at the exact ending time.*

Repeat session

Start

8/31/20 2:00 PM

End

8/31/20 4:15 PM

☐ No end (open session)

☒ Repeat session

Repeat Weekly

Every Week

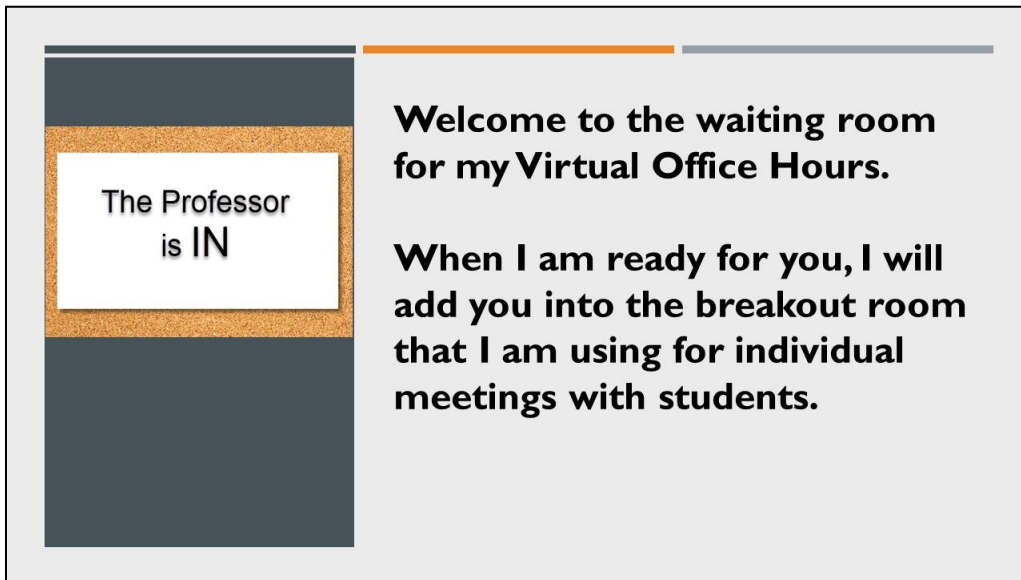
S M T W T F S

End On Date 12/7/20

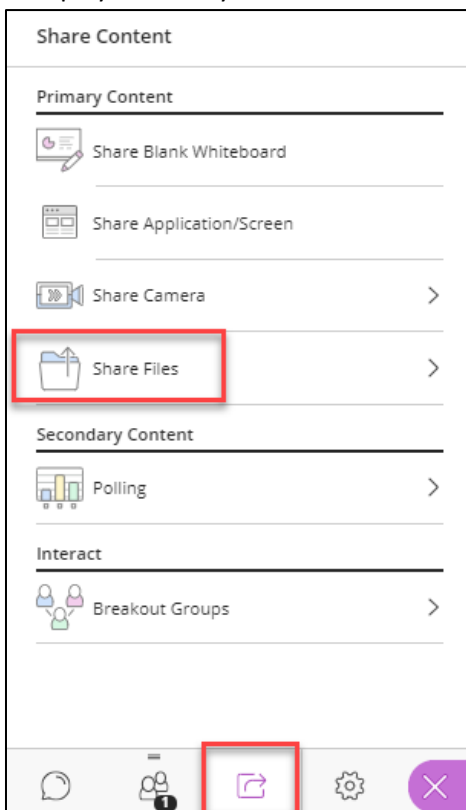
Early Entry

No early entry

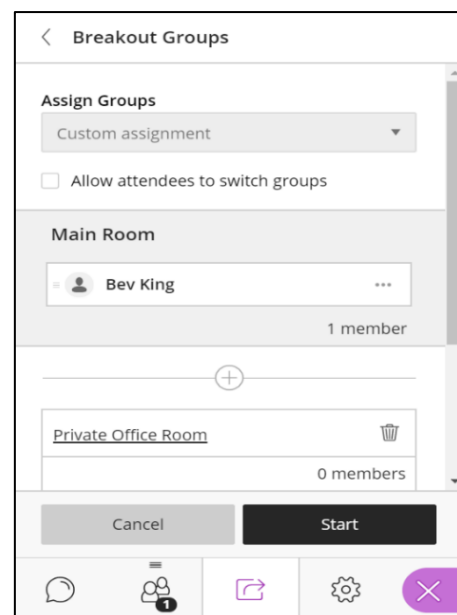
- Create a PowerPoint with just one slide, like the one below, or you can use the PowerPoint with this slide that you can find inside the “Course Design and Delivery Competencies (self-paced)” course. Click SELF-PACED CONTENT > “Managing Live Classes” folder> “Using Blackboard Collaborate Ultra” folder.



- You will upload this PowerPoint file by opening the *Collaborate* panel, clicking the *Share Content* icon, and then selecting *Share Files*. Share to the VOH session, so students will immediately see it displayed as they enter Main Room of VOH session.



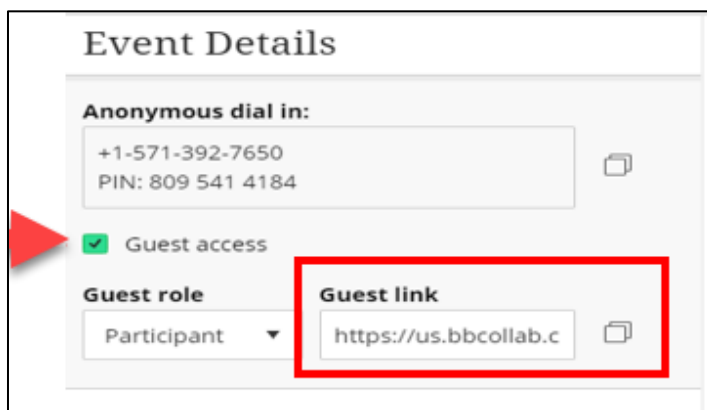
- As students begin to enter the VOH session, you will create 1 Breakout Group – label it **Private Office Room** or something similar. You only need to do this if you have more than one student and need to meet with each student privately.
- The first student to enter the VOH session (or the student with the first appointment) is who you will move into the Private Office Room breakout. You can do this by simply clicking and dragging the student's name from the Main Room into the breakout group.
- Once you finish with student A, you will remove them from the private room by dragging them out, and move student B to the private breakout group, and so on.
- Students from all of your CRNs can enter this virtual office hours session from a web link that you will put on the course menu in all of your sections. This process is described below.



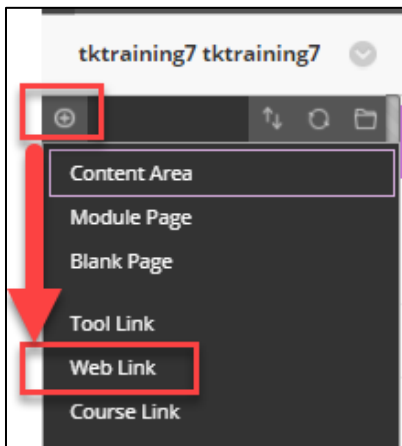
Create a Menu Button Web Link to Your VOH Session

The next step is to add a link to your Virtual Office Hours section into all of your OTHER CRNs, so that students from any of your sections can all go into the Virtual Office Hours session that you set up earlier in one of your course sections.

- First, go into the Blackboard section where you set up your VOH session.
- Click on the session to open the settings panel.
- From **Event Details**, copy the Guest link URL. (This puts it into your electronic clipboard—temporary memory)



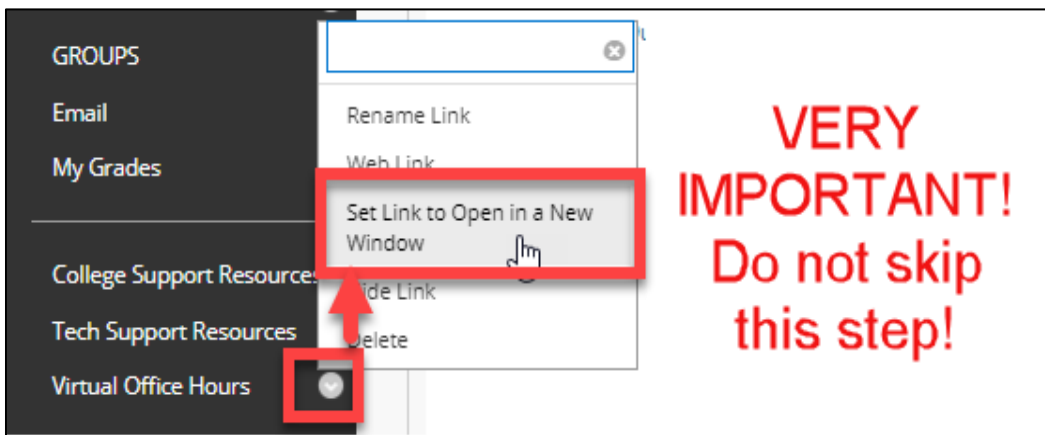
- From the course menu, click the **+** icon, and from the dropdown menu, select **Web Link**.



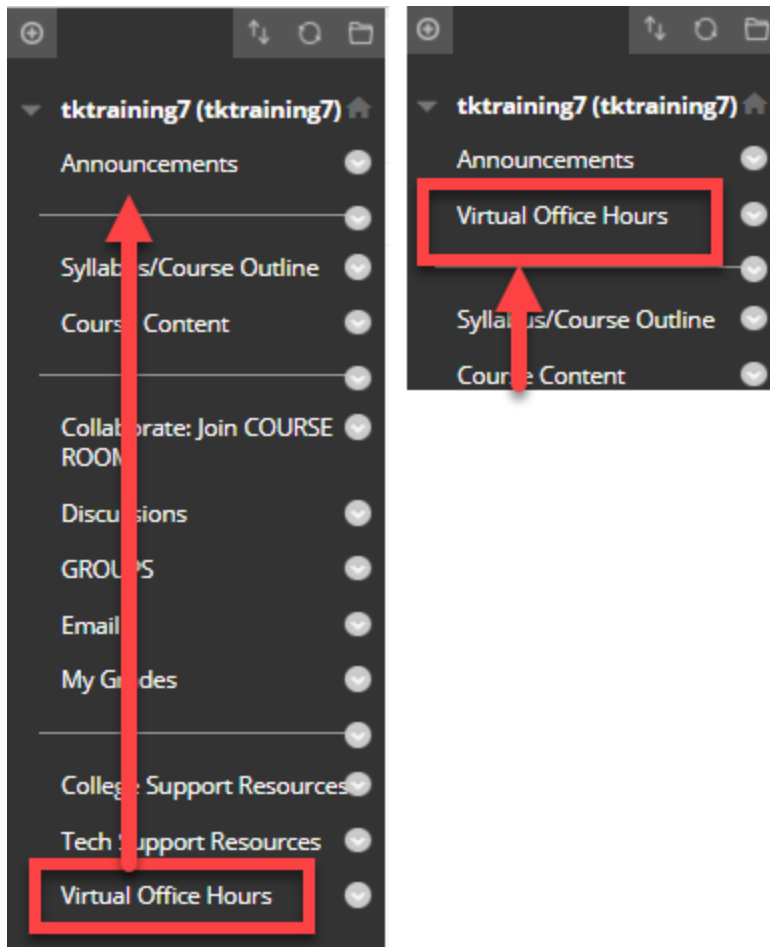
- In the **Add Web Link** dialog box, do ALL the following:
 - Name the Web Link *"Virtual Office Hours"*
 - Paste in the URL you had copied
 - Click the *Available to Users* checkbox
 - Click the Submit button

A screenshot of the 'Add Web Link' dialog box. It has two main input fields: 'Name:' with the text 'Virtual Office Hours' and 'URL:' with the text 'https://us.bbcollab.com/guest/886'. Below the URL field, there is example text: 'For example, http://www.myschool.edu/'. There is a checkbox labeled 'Available to Users' which is checked. At the bottom right, there are 'Cancel' and 'Submit' buttons. Red arrows point to the 'Name' field, the 'URL' field, the 'Available to Users' checkbox, and the 'Submit' button.

- This next step is very important! DO NOT SKIP THIS STEP!**
Click the dropdown arrow to the right of the new *"Virtual Office Hours"* menu button and *edit the web link* to select *"SET LINK TO OPEN IN A NEW WINDOW."*



- It's suggested that you drag and drop VOH menu button right below *Announcements* in the course menu.



- When your students click the *Virtual Office Hours* link, they will be prompted to enter their name, and then they will enter the *Virtual Office Hours* session that you set up.
- **Note:** Students who are in the course that contains the **Virtual Office Hours session** can get to it by simply clicking on the Collaborate button on the course menu—or if you prefer, to make things consistent, you can add the *Virtual Office Hours* web link into all of your course sections, so that even students in the course that contains the VOH session can get to it the same way in ALL of your course sections.

Use Blackboard's Groups Tool to Enable Individual Groups to Create *Private* Group Presentation Recordings

Instructors can make a Collaborate online meeting room available inside Blackboard groups by using the Blackboard Groups tool. This is another way to allow students to record their session but keep the recording from each group **PRIVATE** from students outside of each group. For example, one or more students could upload PowerPoint slides and narrate the presentation for an assignment.

- **NOTE:** Due to a bug in Blackboard Groups, it is necessary to do one extra step to ensure this option is selected for all created groups. The required steps are included in this document, below.

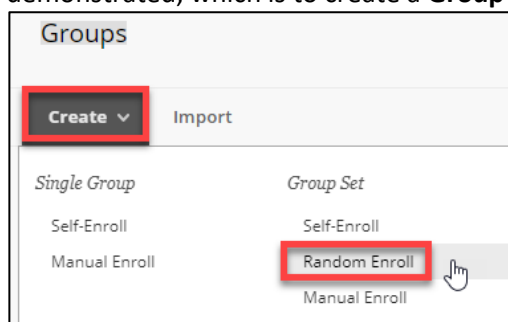
When using Blackboard's Groups Tool to enable each student group to have their own private Collaborate room with recording privileges, remember that:

- Only the group members and the instructor can get into each individual Group Collaborate Room.
- Only the group members and instructor can watch the group recordings.
- Only the instructor can download a group recording.
- Recordings cannot be accessed by other students by simply going into Collaborate from the course menu. Recordings made in Collaborate by Groups can only be accessed from within each Collaborate Group Room.

Process for Creating Collaborate Group Rooms in Blackboard

Note: This document does not include comprehensive instructions on how to use Blackboard's Groups Tool. There are many other sources of general instruction for that tool. Within the Connecticut Community Colleges, it is recommended that you check out the self-paced training materials in the Groups folder within the "**Course Design and Delivery Competencies (self-paced)**" course, in which all college faculty are enrolled. If you do not see it in your course list, please contact your local Director of Educational Technology.

1. Create your groups using the Bb Groups tool. In this example, the easiest approach is demonstrated, which is to create a **Group Set** and use the **Random Enroll** option.



2. Name your group set. Note that you do NOT need to identify individual group numbers—the Blackboard group set creation process will do that for you (which you will see in the next steps).

Create Random Enrollment Group Set

* Indicates a required field.

GROUP INFORMATION

* Name
Group Presentations

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

Students can use these groups to meet to discuss and record their group presentations using Collaborate. The recordings will only be available to the group members and the instructor.

Note: You do not need to number the groups in the group name--Blackboard will automatically add a number to each group created.

- In the group set *Tool Availability* section, select the tools you want your groups to have. In this example, they will have their own group Discussion forum, and a Collaborate Group Room.

TOOL AVAILABILITY

☒ Discussion Board

☐ Allow any group members to create forums.

☐ Do not allow student group members to create forums.

☐ Email

☒ Blackboard Collaborate Ultra

☒ Allow all group members to create and access session recordings.

☐ Do not allow student group members to create or access session recordings.

- Decide the number of groups and membership distribution.

MEMBERSHIP

* Determine Number of Groups by

☐ Number of Students per Group

☒ Number of Groups 3

* Determine how to enroll any remaining members

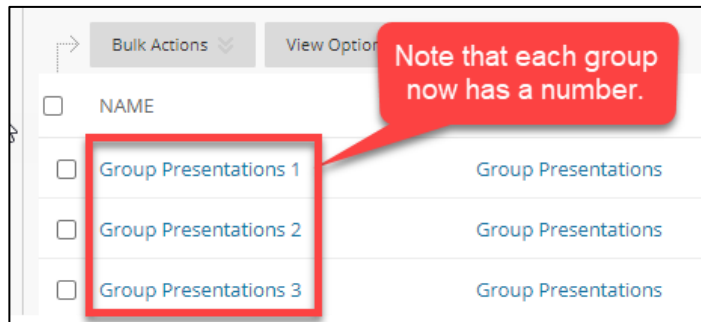
☒ Distribute the remaining members amongst the groups.

☐ Put the remaining members in their own group.

☐ Manually add the remaining members to groups.

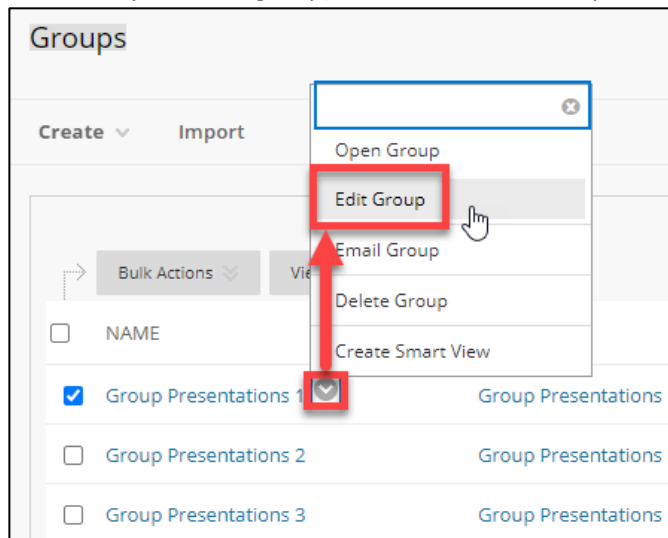
- Click **Submit** at the bottom of the form.

6. Note that each of the created groups now has a number assigned to its name.

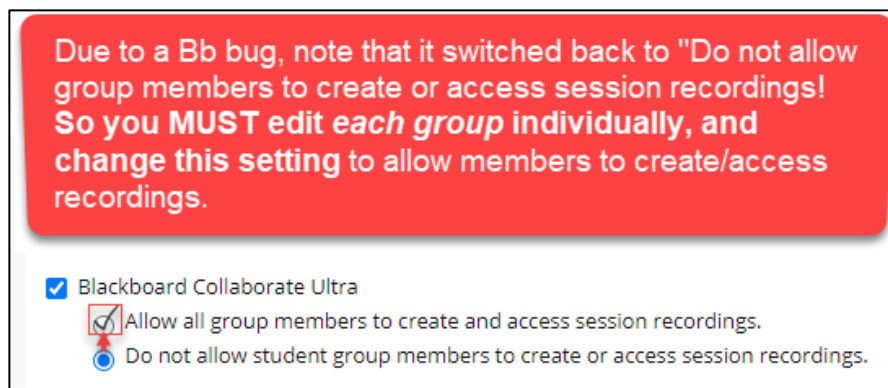


7. Because there is a known bug in Bb groups, these next steps are necessary:

- a. Click the dropdown arrow to the right of each group name (you must do this individually for each group) and select “Edit Group.”



- b. Scroll down to the Tool Availability section of the set-up form. Note that the setting to “Allow all group members to create and access session recordings” was changed to the “Do not allow....” Option.
- c. Reselect the “Allow all group members...” option.
- d. Click **Submit**.



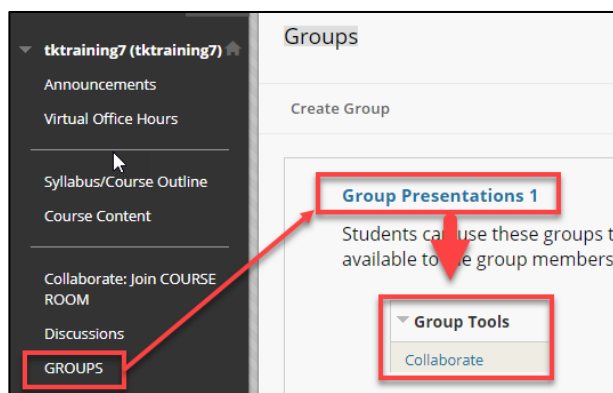
- e. Make this change individually for each group created.

- f. If you like, you can scroll further down in the form and change/delete/add members to each individual group.

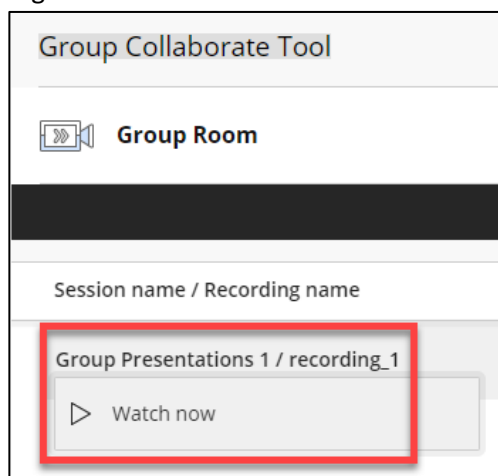
MEMBERSHIP				
Add Users		Remove All Users		
USERNAME	FIRST NAME	LAST NAME	ROLE	
0000000009	Tobi	K...	Student	X
0000000054	Joseph	P...	Student	X

8. Now students and instructors can:

- Click on the **Groups** tool or on **My Groups** from the course menu.
- Enter an individual group.
- Click on the **Collaborate** tool.

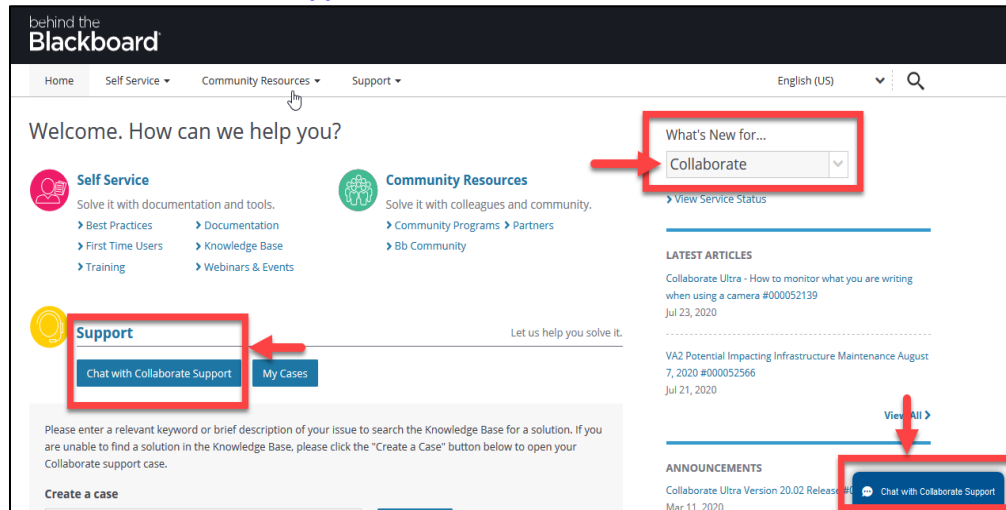


- Enter the individual Group Room in Collaborate.
- Only the group members and the instructor can get into each individual Group Collaborate Room.
- Only the group members and instructor can watch the group recordings.
- Only the instructor can download a group recording.
- Recordings cannot be accessed by simply going into Collaborate from the course menu. Remember: Recordings made in Group Rooms are NOT available inside the regular Collaborate tool!



Collaborate Ultra Support Resources

- [Chat with Collaborate Support in real-time](#)



- [Blackboard Online Help for Collaborate Ultra Moderators](#)
- [Collaborate Ultra Tips from University of Arkansas](#)
- [Collaborate Ultra reference from University of Toledo Online](#)
- **Course Design and Delivery Competencies (self-paced) course in Blackboard**
 - All faculty in the Community Colleges are enrolled as students.
 - In the Course Content, navigate to the “Managing Live Classes” folder to find the training materials and videos for Collaborate Ultra.
 - If you do not see this course in your course list in the section “Courses where you are: Student” please contact your Ed Tech director, who will get you enrolled.