



Blackboard Collaborate Web Conferencing Essentials

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Essentials Workshop... At-a-Glance

Part One: Getting Started
<ul style="list-style-type: none">• Review the readiness checklist• Identify technical requirements• Identify the steps for getting started
Part Two: Orientation to the Room
<ul style="list-style-type: none">• Understand the user interface both Moderator and Participant• Identify the panels, tools, and features for Participants and for Moderators
Part Three: Communication Methods
<ul style="list-style-type: none">• Identify different methods of communication – non-verbal, audio, video, and chat• Identify uses for emoticons, raise hand, step away and polling• Use VoIP audio single talker and simultaneous talkers to effectively communicate during a session• Use the live video with single video and simultaneous video• Use Chat to send and receive public, private, and announcement type messages.
Part Four: Classroom Interaction
<ul style="list-style-type: none">• Manage classroom interaction from the Participants panel• Give and take away the session permissions individually and globally.• Interpret the Activity Indicators and Status Indicators to manage the classroom
Part Five: Polling
<ul style="list-style-type: none">• Change the Polling response options• Lock/unlock, hide/show and publish the Polling responses
Part Six: Session Content – PowerPoint and the Whiteboard
<ul style="list-style-type: none">• Load a PowerPoint file• Navigate the Pages• Utilize the Whiteboard tools
Part Seven: Recording a Session
<ul style="list-style-type: none">• Identify the steps for starting, pausing and stopping the session recorder
Part Eight: Tips on Leading a Session
<ul style="list-style-type: none">• Identify steps Moderators should take before, during, and after the session to ensure a successful learning event
Part Nine: The Blackboard Collaborate Experience
<ul style="list-style-type: none">• Additional Resources• Answer Keys

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
 - Supported Client Java Versions
 - 1.5
 - 1.6 (32 and 64bit)
 - 32bit JVM's with 32bit Operating System
 - 64bit JVM's with 64bit Operating System

- Java Access Bridge 2.1 (Using Jaws)
- Supported Browsers for use with Blackboard Collaborate
 - IE 7
 - IE 8
 - IE 9
 - Firefox 3.6+
 - Google Chrome 3.0.15

Macintosh:

- **Supported OS's and recommended versions of Java**
 - OS X 10.5 (32 bit with 32 bit JVM)
 - OS X 10.5 (64bit with 64bit JVM)
 - OS X 10.6 (64 bit with 32 bit JVM)
 - OS X 10.6 (64 bit with 64 bit JVM)
 - G4, G5 or Intel processor
 - Apple Java 1.5.0_16 (J2SE5 - 32 bit), Apple Java 1.6.0_07 (J2SE6 - 64 bit)

Supported Browsers for use with Blackboard Collaborate

- Safari 4.x
- Firefox 3.5+

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

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

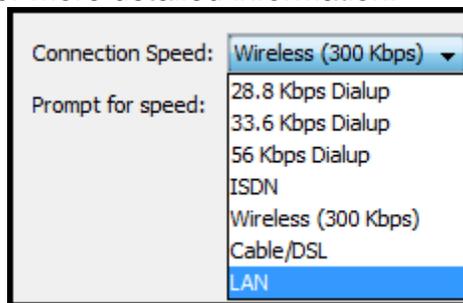
Connection Speed

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?

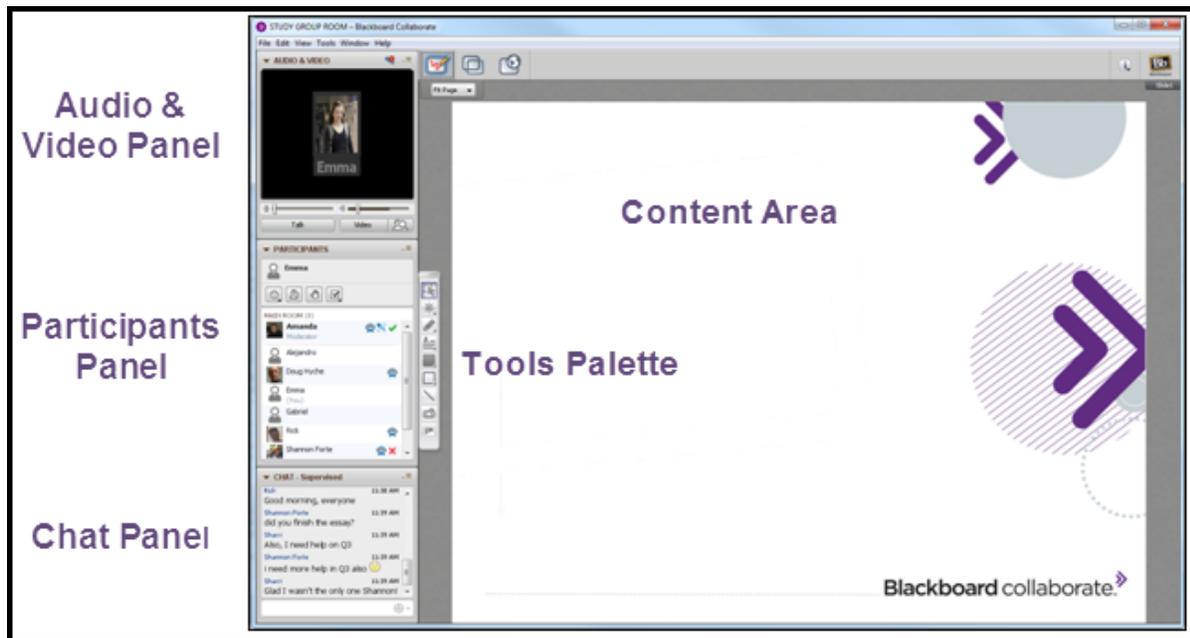
A: Yes. Your first step in resolving audio difficulties is by running the wizard. If this does not resolve the problem, contact Blackboard Collaborate's 24x7 support team. Go to <http://support.blackboardcollaborate.com> to locate the Support Portal from there you can search our knowledge base and submit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

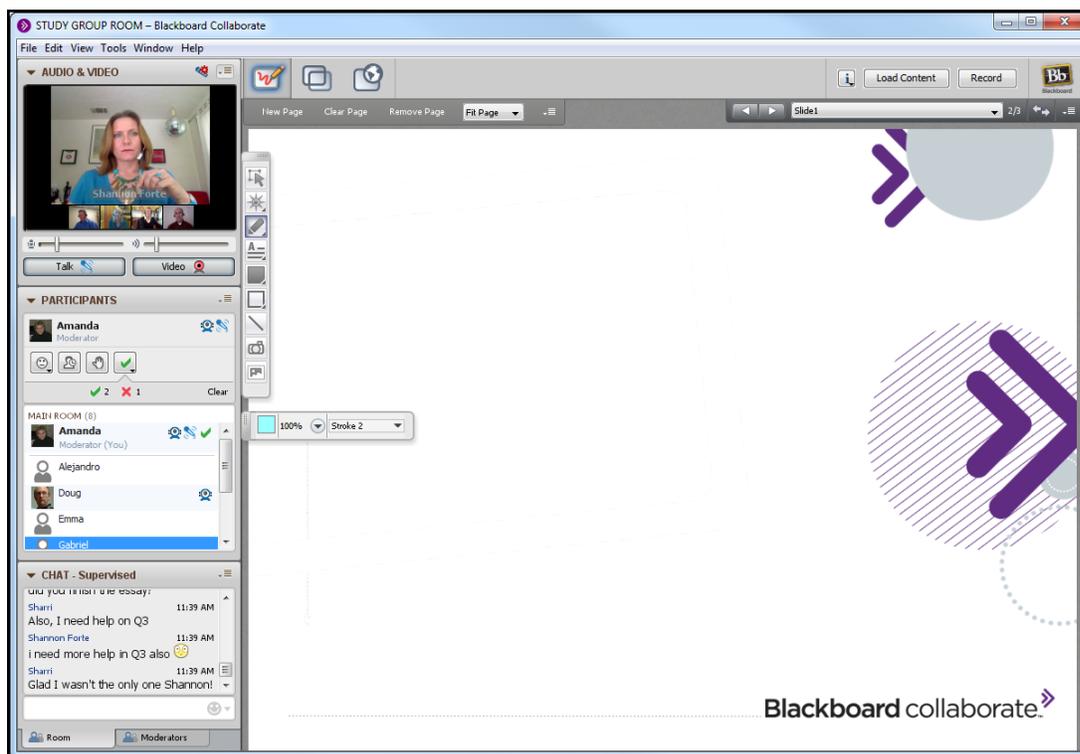
Blackboard Collaborate – Participant View



What You Can See & Do	
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 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 View User Profiles View individual permissions and activity indicators

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

Blackboard Collaborate – Moderator View



What You Can See & Do	
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 • 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 • 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

	<ul style="list-style-type: none"> • 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 • Clear a page • Adjust Zoom Value • Access Whiteboard Option menu • Navigate Pages • Access Go To Page menu • View Page Counter • Use Page Explorer



Participant Checklist

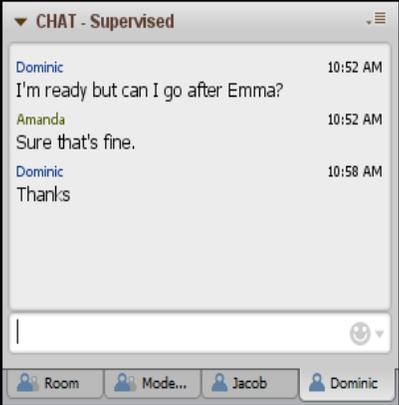
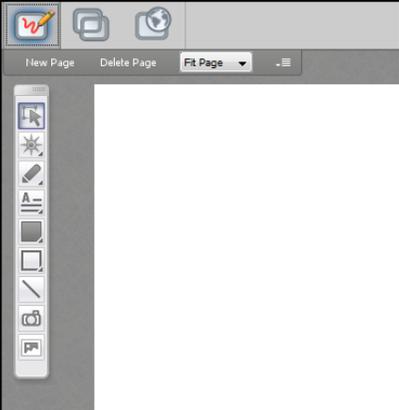
Use the checklist below as a guide to become familiar with Blackboard Collaborate as a participant. Use the notes section to record your observations and any tips you might want to share with participants in your web conferencing session.

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? (Answer: Make sure your audio has not been muted on the headset or computer)
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.

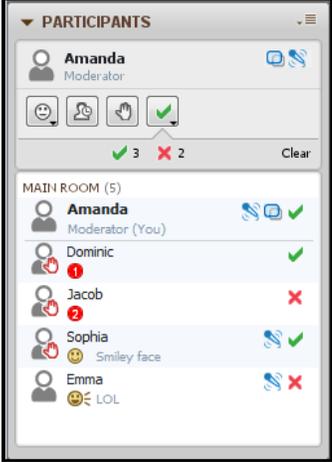
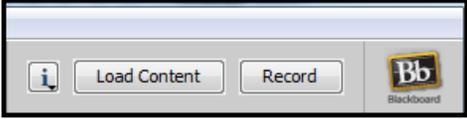


Test Your Knowledge: Overview

Test your knowledge of the web conferencing interface by matching the screenshot on the left to its correct description on the right. You can find the answer key in the last section of the manual.

1 _____		<p style="text-align: center;">A</p> <p style="text-align: center;">The moderator is able to grant a participant permission to annotate in this area.</p>
2 _____		<p style="text-align: center;">B</p> <p style="text-align: center;">From this area moderators can control participant permissions on either an individual or global level.</p>

Test Your Knowledge: Overview continued...

<p>3</p> <hr/>		<p>C</p> <p>From this area a participant is able to turn on and off their microphone.</p>
<p>4</p> <hr/>		<p>D</p> <p>The moderator can start and pause the session recording from this area.</p>
<p>5</p> <hr/>		<p>E</p> <p>Participants can send public and private text chat message in this area.</p>

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.

Non-Verbal Communication

A series of non-verbal communication tools are available for the moderator and participants in a session. These tools can be used to communicate emotion, provide feedback to verbal questions, respond to something being said by the instructor or a participant or to indicate an attendee has temporarily stepped away from the session.

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

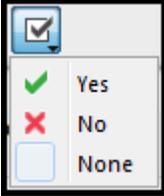
The video feature of Blackboard Collaborate enables you to transmit and receive video broadcasts with others in a session. This is video you send live via a video camera (e.g., web cam) – not to be confused with a pre-recorded video (movie) that can play using the Multimedia feature. The video feature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

Chat

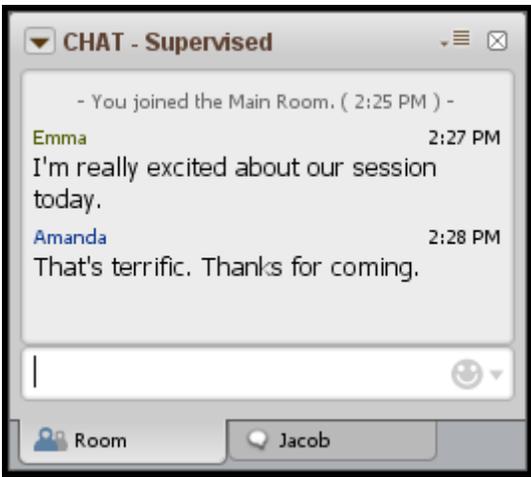
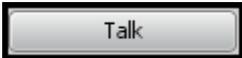
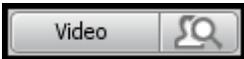
The Chat panel enables Participants and Moderators to exchange text messages with each other in a session. Participants can always send a message to Moderators, even if the Participant does not have Chat permission by simply right-clicking on the Moderators name and choosing the option to send a private 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	
	<ul style="list-style-type: none">• Click Yes (checkmark) and then No (X), and notice that the Yes/No indicator automatically changes in the Participants panel.• Think about how might you use these tools as comprehension checks during an instructional session?
	<ul style="list-style-type: none">• Click the Raise Hand button. What happens?
	<ul style="list-style-type: none">• Click the Step Away button. What happens?
	<ul style="list-style-type: none">• Practice using the Feedback options to send an emoticon.

Practice: Communication Skills continued...

Chat Panel	
	<ul style="list-style-type: none"> • 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. • Practice using the Emoticon Menu to send an emotion via text. • Explore the Options menu to use the Chat feature to its fullest extent.
Audio & Video Panel	
	<p>Click the Talk button to turn on the microphone. Practice turning on and off the audio, speak into the microphone and look for the visual clues on the screen that your audio is being transmitted.</p>
	<div data-bbox="500 1205 769 1650" style="border: 1px solid black; padding: 5px;"> <p>Audio Setup Wizard... Microphone Settings... Speaker Settings... Maximum Simultaneous Talkers... Adjust Microphone Level Up Adjust Microphone Level Down Adjust Speaker Level Up Adjust Speaker Level Down Configure Telephone Conference... Connect Session To Teleconference...</p> <p>Camera Settings... Maximum Simultaneous Cameras... Make Video Follow Moderator Focus Make Video Follow Speaker Send Camera Snapshot To Whiteboard</p> </div> <p>Practice previewing and transmitting Video.</p> <p>What do you notice when you stop transmitting?</p> <p>Practice using this feature with multiple talkers and videos. What do you notice happens to the video when a different speaker talks? (Hint: Make Video Follow Speaker)</p> <p>Explore the Audio & Video Options menu to see other choices.</p>



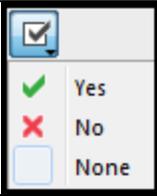
Test Your Knowledge: Communication

Test your knowledge by circling true or false to answer the statements:

T	F	It is recommended to visit the Audio Setup Wizard at the start of every session.
T	F	The Audio Setup Wizard is accessed by clicking the Audio Setup Wizard button located in the Audio & Video panel.
T	F	The Feedback options or emoticons can be disabled.
T	F	The Step Away button will mute your computer and keep you from seeing screen changes until you click the button to rejoin.
T	F	When the Raise Hand button is used, the moderator will see a number next to the participant's name.
T	F	When a participant's audio permission is removed, the talk button becomes grayed out and inactive.
T	F	An orange and/or red indicator light will appear next to the audio permission when there is a delay in receiving audio.
T	F	One sign that your Talk button has been enabled is that a microphone graphic will display on the Talk button.
T	F	While using the simultaneous talkers, it is strongly recommended that each participant use a headset in order to avoid an echo.
T	F	If a participant's chat permission is removed, communication to everyone in the session is cut off.
T	F	Participants will be able to see all public and private chat messages.
T	F	To send an announcement, follow these steps: Click the Chat options menu and select Send Announcement...
T	F	When using a webcam, the word PREVIEW across the video screen, indicates that the video is not being transmitted to others.
T	F	The maximum simultaneous cameras in a session are five.

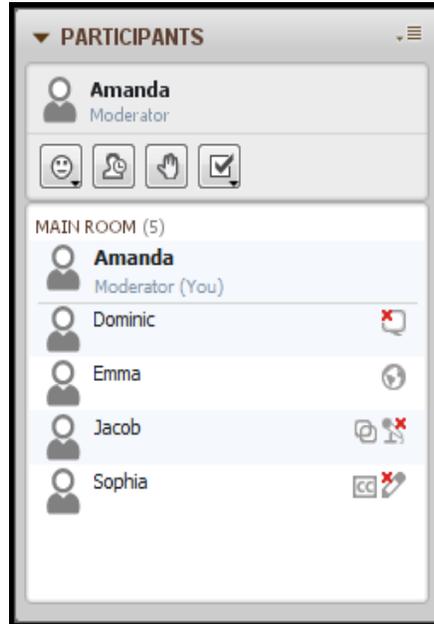
Part Four: Classroom Interaction

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>	



Test Your Knowledge: Classroom Interaction



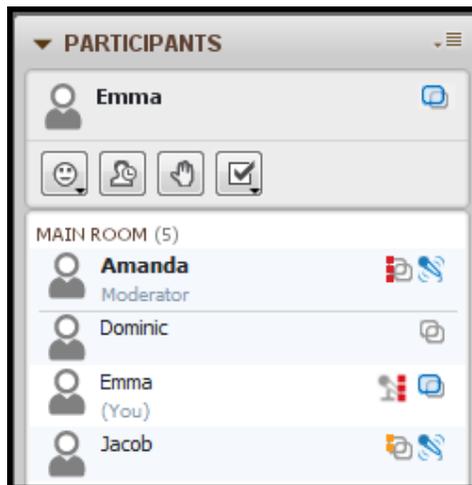
Based on the screen shot of the Participants panel, explain the session permissions Dominic, Emma, Jacob and Sophia have and which permissions have been taken away.

Explain how the Moderator can control Global and Individual permissions?

Based on the graphic above, which permissions have been managed at the individual level?

Which session tools and features cannot be disabled by the moderator during the session?

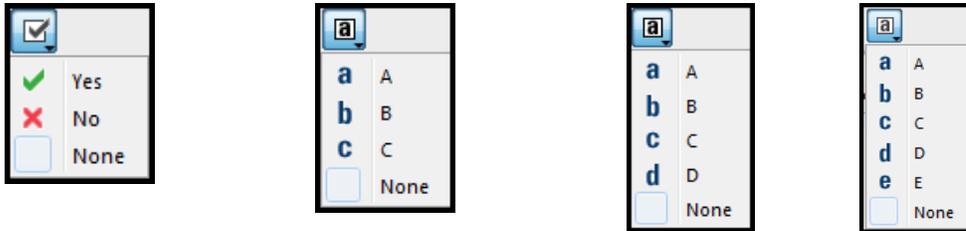
Test Your Knowledge: Classroom Interaction continued...



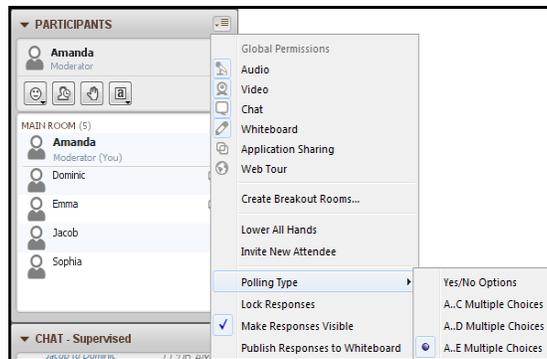
What actions might a moderator take to address red and orange indicator lights?

Part Five: Polling

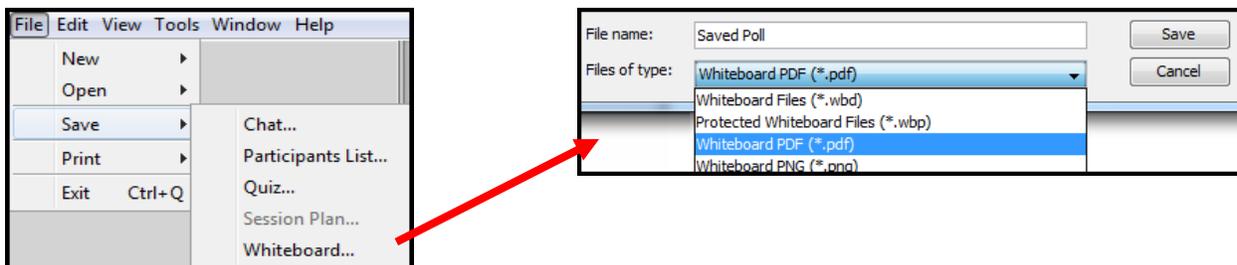
At any time during your session, you can poll the attendees using different polls. By default, the Yes/No poll will be available with the corresponding response buttons displayed above the Participants list. The types of polls available are Yes/No and Multiple-Choice (Responses A – C, A – D, A – E).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



The Polling type is changed by selecting Polling Type from the Global Options menu located in the Participants panel. The moderator may also choose to make the responses visible to all participants or only to the moderator by selecting or deselecting “Make Responses Visible.” The responses can also be locked thereby prohibiting participants from changing their response. Finally the results from the poll can be published to the Whiteboard. The results are an anonymous graphical representation of the poll.



The polling results can be saved or printed by saving or printing the Whiteboard page. Choose WBD or WBP to reuse the page in a future session. Select PDF to view the page outside of a session.





Practice: Polling

For the following practice, you will need to log into a session as a moderator, then log into the same session as a participant two more times or team up with a partner. You will now have a total of three people in the session, one moderator and two participants. This will provide practice as a moderator and will enable you to view what a participant sees.

The image shows two screenshots of the Blackboard Collaborate interface. The top screenshot shows the 'PARTICIPANTS' panel on the left with a list of participants: Amanda Reed (Moderator), John, and Sara. A 'Global Options' menu is open on the right, showing various settings. The 'Polling Type' dropdown is selected, showing options: Yes/No Options, A..C Multiple Choices, A..D Multiple Choices, and A..E Multiple Choices. The 'Make Responses Visible' option is checked. The bottom screenshot shows the same 'PARTICIPANTS' panel, but with a dropdown menu open over the 'a' icon, showing options: A, B, C, D, E, and None.

- From the Global Options menu change the Polling Type to A..E Multiple Choices.
- What happened to the polling response button?

Practice: Polling continued...

		<ul style="list-style-type: none"> • Change the poll back to Yes/No. click on the green check as a participant. What happened? • As a moderator, clear the responses.
		<ul style="list-style-type: none"> • Deselect Make Responses Visible. Click the Yes/No as a participant. Compare the moderators view to the participants view. How is it different?
		
		<ul style="list-style-type: none"> • Select Lock Responses. What happened for participants? • Have the participants register a polling choice. Now select Publish Responses to the Whiteboard. What happened?



Test Your Knowledge: Polling

T	F	<ul style="list-style-type: none"> • The default is to Show poll responses to moderators only.
T	F	<ul style="list-style-type: none"> • The results of the poll can be published to the Whiteboard.
T	F	<ul style="list-style-type: none"> • Just like the emoticons, polling tools cannot be turned off.
T	F	<ul style="list-style-type: none"> • The polling responses can be saved or printed? • How? _____

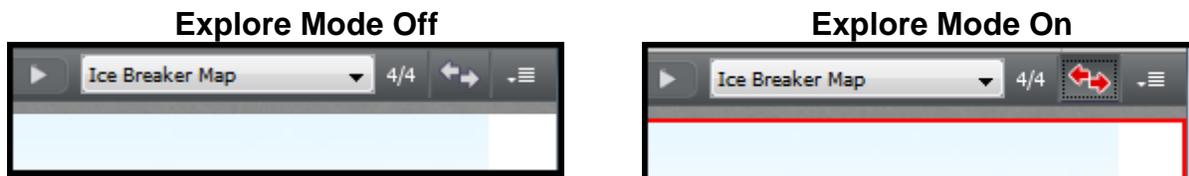
Part Six: Session Content - PowerPoint and the Whiteboard

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. When content is loaded into the session, the Page Explorer will open. The Moderator can choose to navigate the pages using the Page Explorer or close it and have the page navigation buttons appear at the top of the Whiteboard.

Another key feature of the Whiteboard, available to the Moderator, is Explore Mode. Explore Mode allows the Moderator to explore or view other pages while locking Participants on the current page.



Whiteboard Tips

When PowerPoint is loaded into a session, it is converted into a Whiteboard page. As such, each slide is:

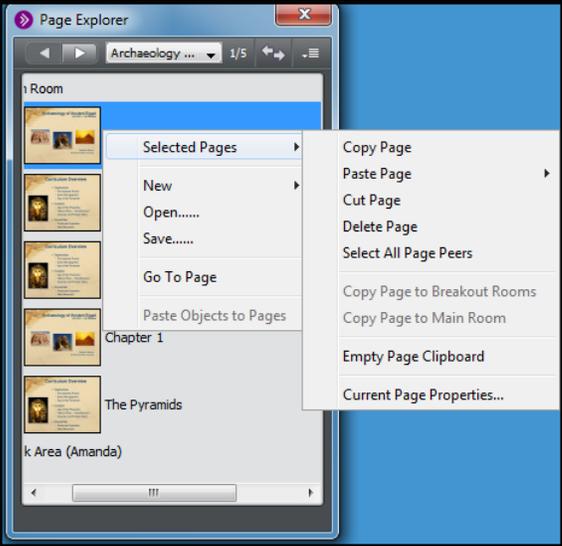
- converted into an image
- static i.e. no animations or transitions

The converted PowerPoint content, now in Whiteboard (WBD) or Protected Whiteboard (WBP) format, will load much quicker into future sessions than PowerPoint. The Whiteboard has a 20 MB limit which is not a 1:1 PowerPoint file size to Whiteboard file size conversion ratio. Therefore large PowerPoint files should be converted prior the session to ensure they are file size compliant. If the file is too big, divide the PowerPoint into multiple files and create multiple Whiteboard files. Load the Whiteboard files into the session as needed deleting the completed content. Finally,

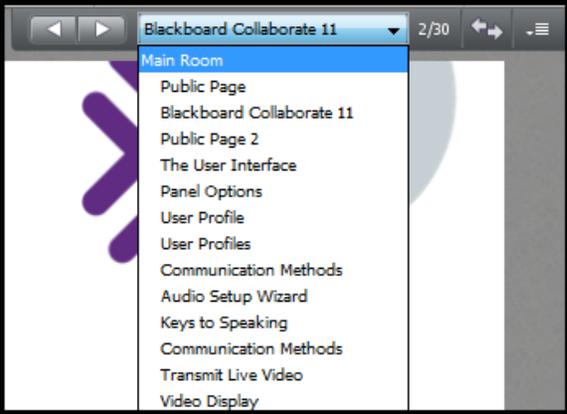
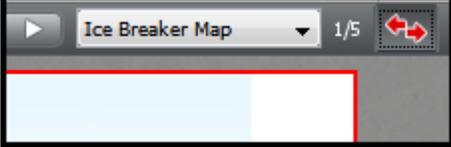
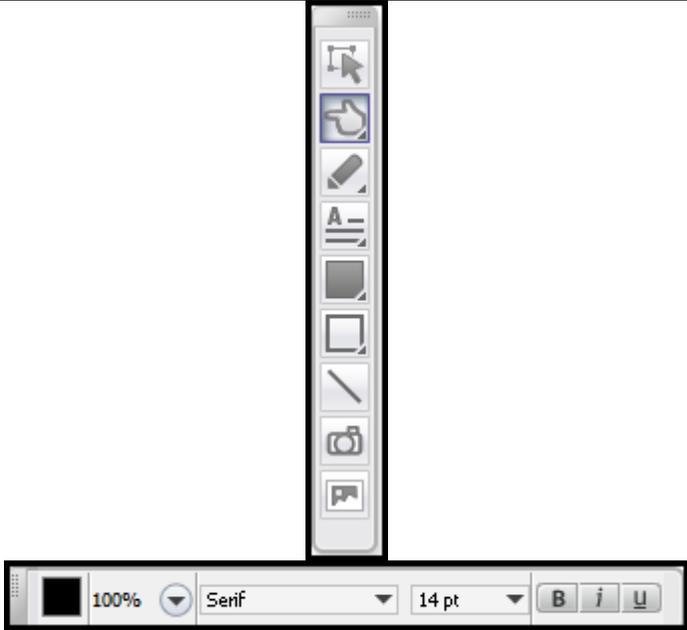
Whiteboard files also maintain the interactive features of the object-oriented whiteboard and URLs added to pages using the Whiteboard text tool.



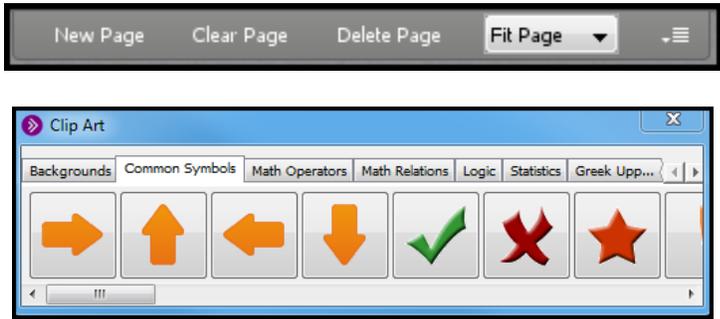
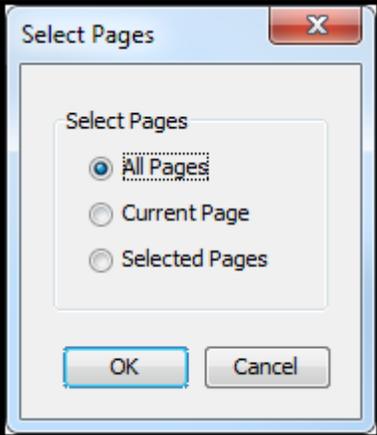
Practice: Whiteboard

Log into a session as a moderator. You will need a PowerPoint file for practice.	
	<ul style="list-style-type: none">• Click the Load Content.
	<ul style="list-style-type: none">• Locate your PowerPoint file and click Open.
	<ul style="list-style-type: none">• Use the Page Explorer to cut, copy or paste a page and to create a new page.

Practice: Whiteboard continued...

 <p>A screenshot of the Blackboard Collaborate 11 interface. The 'Page Explorer' panel is open, showing a list of pages. The 'Main Room' page is selected and highlighted in blue. Other pages listed include 'Public Page', 'Blackboard Collaborate 11', 'Public Page 2', 'The User Interface', 'Panel Options', 'User Profile', 'User Profiles', 'Communication Methods', 'Audio Setup Wizard', 'Keys to Speaking', 'Communication Methods', 'Transmit Live Video', and 'Video Display'.</p>	<ul style="list-style-type: none"> • Close Page Explorer and located the navigation tools.
 <p>A screenshot of the 'Ice Breaker Map' navigation tool. The tool has a play button on the left, a dropdown menu showing 'Ice Breaker Map', and a page indicator '1/5'. To the right of the page indicator are two red arrows pointing left and right, indicating navigation between slides.</p>	<ul style="list-style-type: none"> • With at least one participant logged into the session, practice turning on and off Explore mode. • What happens? _____
 <p>A screenshot of the Whiteboard toolbar and text formatting options. The toolbar is vertical and contains icons for: a hand (pointing), a hand (pointing), a pencil, a text tool (A), a selection tool (square), a line tool (diagonal line), a camera, and a speech bubble. Below the toolbar is a text formatting bar with a color swatch, a zoom dropdown set to '100%', a font family dropdown set to 'Serif', a font size dropdown set to '14 pt', and buttons for Bold (B), Italic (i), and Underline (u).</p>	<ul style="list-style-type: none"> • Explore all of the Whiteboard tools and their properties.

Practice: Whiteboard continued...

 <p>The screenshot shows the top toolbar of the whiteboard with buttons for 'New Page', 'Clear Page', 'Delete Page', and 'Fit Page'. Below it is the 'Clip Art' window, which has tabs for 'Backgrounds', 'Common Symbols', 'Math Operators', 'Math Relations', 'Logic', 'Statistics', and 'Greek Upp...'. The 'Common Symbols' tab is active, showing icons for right, up, left, and down arrows, a green checkmark, a red X, and a red star.</p>	<ul style="list-style-type: none">• Create a new page and add Clip Art to the page.
 <p>The screenshot shows the 'Select Pages' dialog box. It has a title bar with 'Select Pages' and a close button. Inside, there is a section titled 'Select Pages' with three radio button options: 'All Pages' (which is selected), 'Current Page', and 'Selected Pages'. At the bottom are 'OK' and 'Cancel' buttons.</p>	<ul style="list-style-type: none">• Save the Whiteboard to WBD format.



Test Your Knowledge: Whiteboard

Draw a line from the tool on the left to match the label on the right.		
		<p>Screen Capture Tool Pointer Tool Ellipse Tool Selection Tool Pen Tool Text Editor Tool Clipart Library Filled Rectangle Tool Line Tool</p>
Circle the file type on the left to match the definition on the right.		
WBD, WBP, PDF, PNG		This file type can be used in a session disabling participants to print or save the Whiteboard pages.
WBD, WBP, PDF, PNG		This file type will allow users to reuse content future sessions. It will retain the object orientation, animated clipart and live links.
WBD, WBP, PDF, PNG		This file type will enable a person to view a slide outside of a live session.
T	F	Pages can be renamed from within the web conferencing session.
T	F	New pages can be added anytime into a live session.
T	F	A Participant can delete other participants and even the Moderators whiteboard contributions.

Part Seven: Recording a Session

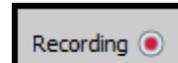
As a Moderator, you can record a session and play it later. Recordings are stored on the Blackboard Collaborate server. Playback is available from a LMS/CMS, URL or by logging into the Blackboard Collaborate administrative server. You may want to provide access to the recording to those who missed the 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.



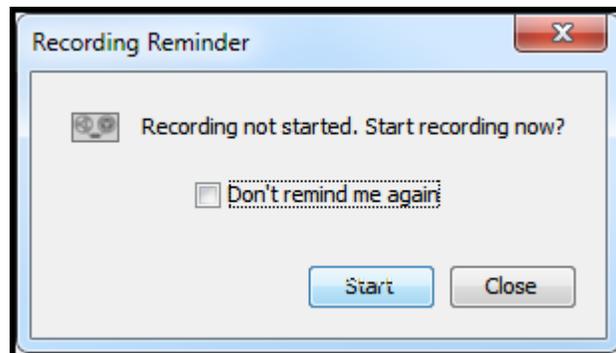
Moderator button to start recording.



Moderator button to pause/stop recording.



Participant indicator that the session is being recorded.



Recording Reminder

Part Eight: Tips on Leading a Session

In most cases the session moderator is the curriculum developer, session designer and session facilitator or presenter. They manage content and interaction, facilitate communication and collaboration, and build community and confidence. Most importantly, a moderator practices the tasks commonly performed by presenters and designers, and then puts those tasks together with an effective and engaging delivery style.

A Moderator:

- Develops a plan and designs the session
- Prepares participants and the presentation
- Presents the content while managing interaction and facilitating communication
- Assesses session effectiveness

Developing a Plan and Designing the Session

Great coaches have a game plan; great moderators have a robust presentation plan. This plan provides a framework that helps determine the when, why, and how behind what content is presented. It also helps identify what materials and resources you already have available and what you will need to develop. The plan also provides a place to note what you want to say about each content item, which helps jog your memory when it's time to deliver the content. Consider using Blackboard Collaborate Plan to accomplish these goals.

When preparing your session, remember that Blackboard Collaborate web conferencing is designed to meet the needs of all types of learners: visual, auditory, kinesthetic, and social. Vary both the content format and the target areas to keep participants engaged. Know your learning and social objectives, and select content that supports these objectives. Doing so keeps the presentation on track and lessens confusion.

Preparing Participants and the Presentation

Once you have created the classroom and prepared the content, it is time to invite participants to attend the session. You will need to provide participants with information about the session so they know when to show up, how to log in, what to do if they encounter technical difficulties, and what is expected of them once they arrive. As the session leader, be ready to present. Perform an equipment and environment check ahead of time to ensure a smooth session.

Presenting Content While Managing Interaction

Presenting content, while managing interaction and facilitating communication, requires multitasking skills. Having a plan is a great starting point, but the plan alone isn't enough. Just as a coach occasionally needs to make a last-minute adjustment to a

play, a moderator may occasionally need to make adjustments to the plan in the middle of a session. Spontaneity and the ability to improvise are crucial skills for the session leader, and they are developed through practice.

Assessing Effectiveness

Asking your participants for feedback during a session is a great way to assess both the flow and effectiveness of the content. At the end of the session, take the time to evaluate the effectiveness of the session on the whole. By focusing on both his/her strengths, and areas for improvement, a leader can then make the necessary adjustments to increase effectiveness for the next time he/she delivers a session.

Ready to Deliver a Live Session

Now that you are ready to deliver a live session, you will need to inform participants and guests of the following:

- Time and date of the session
- Classroom access information
- Technical Support contact information

You may already have a web conferencing room in which case simply send the **Participant or Guest** URL to your invitees. If you are using Blackboard Collaborate integrated with a course or learning management system, then log into your course and create the session. Finally, if you have access to the Blackboard Collaborate administrative system (SAS or ELM), then log into that system and create your session. The participant URL and the recording URL will be generated when you create the session.

Pre-Session Tips

Whether you are presenting your session from your home or office, or from a class or boardroom setting, preparing your equipment and environment will ensure an optimal experience for all.

Equipment Check:

- Computer configuration has been verified
- Microphone is in good working order
- Headset or speakers are working properly
- Camera is working properly

Environment Check:

- Telephone ringers have been turned off
- Noise has been lessened as much as possible
- Workstation is ergonomically correct

- Lighting is sufficient for cameras, but does not cause eye strain
- Comfort items are nearby, for example: beverage and tissues
- Pen, paper, calculator, etc. are within reach

Presentation Tips

- **Practice** – use speaking notes to help you stay on track
- **Relax** – you are human and that's OK. Remember, “people teach people”
- **Talk the walk** – tell participants where they are and where they are going
- **Take your time** – be aware of varying connection speeds, and leave no participant behind.

Part Nine: 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?

Visit the On-Demand Learning Center for full product documentation, Quick Reference Guides, recorded tutorials and more:

<http://tinyurl.com/BbCOnDemandLearning>

Thank you for your participation in this workshop. We wish you the greatest success in your educational journey with Blackboard Collaborate.

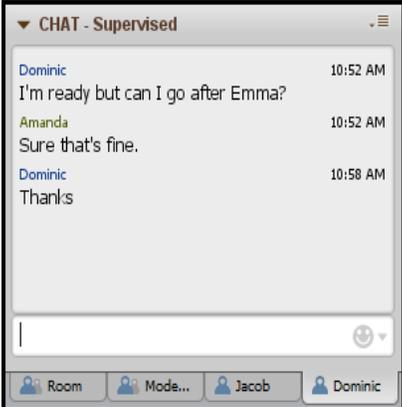
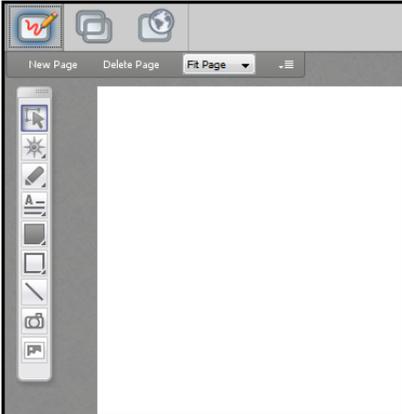
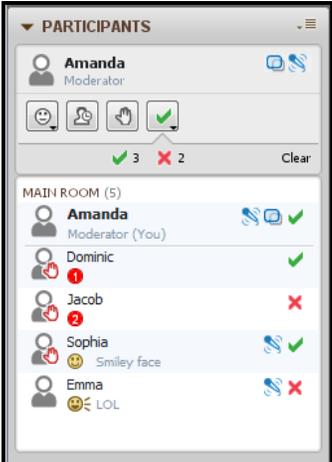
The Blackboard Collaborate Learning Services Team

Test Your Knowledge: Overview – Answer Key



Test Your Knowledge: Overview

Test your knowledge of the web conferencing interface by matching the screenshot on the left to its correct description on the right. You can find the answer key in the last section of the manual.

<p>1. E</p>		<p>A</p> <p>The moderator is able to grant a participant permission to annotate in this area.</p>
<p>2. A</p>		<p>B</p> <p>From this area moderators can control participant permissions on either an individual or global level.</p>
<p>3. B</p>		<p>C</p> <p>From this area a participant is able to turn on and off their microphone.</p>

<p>4. C</p>		<p>D The moderator can start and pause the session recording from this area.</p>
<p>5. D</p>		<p>E Participants can send public and private text chat message in this area.</p>



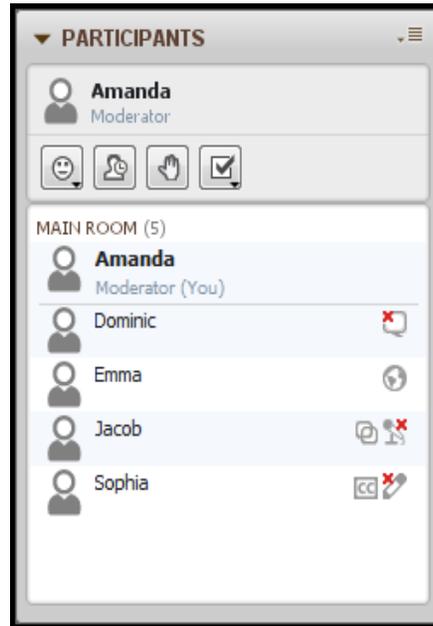
Test Your Knowledge: Communication

Test your knowledge by circling true or false to answer the statements:

<input checked="" type="radio"/> T	<input type="radio"/> F	It is recommended to visit the Audio Setup Wizard at the start of every session.
<input checked="" type="radio"/> T	<input type="radio"/> F	The Audio Setup Wizard is accessed by clicking the Audio Setup Wizard button located in the Audio & Video panel.
<input type="radio"/> T	<input checked="" type="radio"/> F	The Feedback options or emoticons can be disabled.
<input type="radio"/> T	<input checked="" type="radio"/> F	The Stepped Away button will mute your computer and keep you from seeing screen changes until you click the button to rejoin.
<input checked="" type="radio"/> T	<input type="radio"/> F	When the Raise Hand button is used, the moderator will see a number next to the participant's name.
<input checked="" type="radio"/> T	<input type="radio"/> F	When a participant's audio permission is removed, the talk button becomes grayed out and inactive.
<input checked="" type="radio"/> T	<input type="radio"/> F	An orange and/or red indicator light will appear next to the audio permission when there is a delay in receiving audio.
<input checked="" type="radio"/> T	<input type="radio"/> F	One sign that your Talk button has been enabled is that a microphone graphic will display on the Talk button.
<input checked="" type="radio"/> T	<input type="radio"/> F	While using the simultaneous talkers, it is strongly recommended that each participant use a headset in order to avoid an echo.
<input type="radio"/> T	<input checked="" type="radio"/> F	If a participant's chat permission is removed, communication to everyone in the session is cut off.
<input type="radio"/> T	<input checked="" type="radio"/> F	Participants will be able to see all public and private chat messages.
<input checked="" type="radio"/> T	<input type="radio"/> F	To send an announcement, follow these steps: Click the Chat options menu and select Send Announcement...
<input checked="" type="radio"/> T	<input type="radio"/> F	When using a webcam, the word PREVIEW across the video screen, indicates that the video is not being transmitted to others.
<input type="radio"/> T	<input checked="" type="radio"/> F	The maximum simultaneous cameras in a session are five.



Test Your Knowledge: Classroom Interaction



Based on the screen shot of the Participants panel, explain the session permissions Dominic, Emma, Jacob and Sophia have and which permissions have been taken away.

Dominic has all of the Global permissions except Chat has been removed just for Dominic. Emma has been given Web Tour permission. Jacob has been given Application Sharing permission but audio has been taken away. Sophia has been give permission to use Closed Captioning however the Whiteboard permission has been taken away.

Explain how the Moderator can control Global and Individual permissions?

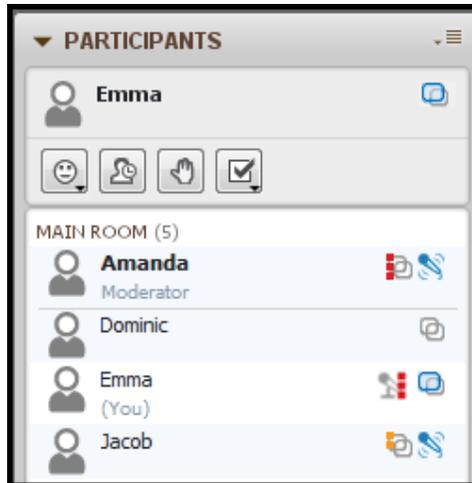
Global permissions are managed from the Options menu located at the top of the Participants panel. Individual permissions are managed by from the Options menu for each participant.

Based on the graphic above, which permissions have been managed at the individual level?

Chat, audio and whiteboard.

Which session tools and features cannot be disabled by the moderator during the session?

Emoticons, step away, and raise hand cannot be disabled.



What actions might a moderator take to address red and orange indicator lights?
If the lights are associated with the audio, the Moderator should stop speaking, turn off the microphone and wait until the lights disappear. If they are associated with one of the other session tools, simple pause what you are doing, i.e. stop making changes to a shared application and wait for the lights to disappear.



Test Your Knowledge: Polling

T	F	<ul style="list-style-type: none"> The default is to Show poll responses to moderators only.
T	F	<ul style="list-style-type: none"> The results of the poll can be published to the Whiteboard.
T	F	<ul style="list-style-type: none"> Just like the emoticons, polling tools cannot be turned off.
T	F	<ul style="list-style-type: none"> The polling responses can be saved or printed? How? Save the Whiteboard – File > Save > Whiteboard



Test Your Knowledge: Whiteboard

Draw a line from the tool on the left to match the label on the right.

	<p>Screen Capture Tool</p> <p>Pointer Tool</p> <p>Ellipse Tool</p> <p>Selection Tool</p> <p>Pen Tool</p> <p>Text Editor Tool</p> <p>Clipart Library</p> <p>Filled Rectangle Tool</p> <p>Line Tool</p>
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Circle the file type on the left to match the definition on the right.

WBD, WBP , PDF, PNG		This file type can be used in a session disabling participants to print or save the Whiteboard pages.
WBD , WBP, PDF, PNG		This file type will allow users to reuse content future sessions. It will retain the object orientation, animated clipart and live links.
WBD, WBP, PDF, PNG		This file type will enable a person to view a slide outside of a live session.
T	F	Pages can be renamed from within the web conferencing session.
T	F	New pages can be added anytime into a live session.
T	F	A Participant can delete other participants and even the Moderators whiteboard contributions.

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Blackboard
