Getting Started for Moderators Quick Reference Guide

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.

Tips on Conducting a Sessions

Preparation

- Design sessions to include interactivity and include variety of content and interaction in your session. Provide opportunities for participants to interact and collaborate with each other.
- Create quizzes or surveys to use during your session.
- Create customized Clip Art collections in order to load images easily during the session.
- Practice before leading your first session.
- Become familiar with the session content.
- Open web pages, applications needed for application sharing and screen captures before session begins.
- Load multimedia content and File Transfer content.
- Find a comfortable place with no distractions to deliver the session.

In-Session Tips

- Greet participants as they join your session.
- Remind your participants to use the Audio Setup Wizard in order to test their microphone and speakers.
- Speak clearly and don’t rush.
- Ask questions and provide opportunity for interaction. Poll the class at various intervals to obtain their feedback. Remember to clear responses after each poll.
- Animate your delivery.
- Look at the whole screen, not just the whiteboard area. For example, watch the Chat window for text messages and the Participants window for new participants joining the session.
- Encourage participants to respond and to raise their hands when they have a question or comment.
- Poll the participants at various intervals to obtain feedback. View the polling summary as needed. Consider sharing the results when appropriate. Clear responses after each poll.
- Use the whiteboard tools to assist you in your delivery. For example, use the pointer to call attention to specific regions on the screen.
- Include features such as application sharing, web tours, video, multimedia, quizzes, and breakout rooms to assist you in delivering your content.
Moderator’s User Interface

- Audio Setup Wizard
- Application Sharing
- Whiteboard
- Load Content
- Start Recording
- View Pages
- Show Page Explorer
- Explore Mode
- Navigate Pages
- Whiteboard Tools Palette
- Content Area
- Activity Window

- Audio & Video Panel
- Global Options Menu
- Feedback, Step Away, Raise Hand & Polling
- Participants Panel
- Chat Panel
Getting Started for Participants Quick Reference Guide

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.

Tips on Participating in Session

Preparation

- Find a comfortable place with no distractions.
- Before your first session visit the Blackboard Collaborate Support Center and click on “For First-Time Users: Getting Started”

- Use the Audio Setup Wizard to ensure that the audio is working correctly prior to your session.
- Take the Online Orientation or refer to the Participant Guide for information on all the features prior to your first session. This information and more is available from the On Demand Center located on our website – http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx

In-Session

- Be sure to join the session 5 – 10 minutes prior to the start.
- Set your Connection Speed to the Internet.
- Use the Audio Setup Wizard to test your microphone and speakers.
- Participate in the session by responding to polls and providing feedback to the moderator.
- Raise your hand 🤔 when you have a question or a comment.
- Use Chat to send text messages to other participants and the moderator during the session.
- Remember that running other applications on your computer can slow your connection to the session.
Participant’s User Interface

- Audio Setup Wizard
- Whiteboard Tools Palette
- Application Sharing
- Whiteboard
- Web Tour
- Session Information
- Recording Indicator

- Audio & Video Panel
- Feedback, Step Away, Raise Hand, Polling Response
- Participants Panel
- Chat Panel
- Send Chat
The Blackboard Collaborate™ Launcher is a new utility for Mac OS 10.8.4 or later users. It resolves Java issues Mac users were experiencing when launching Blackboard Collaborate web conferencing sessions and recordings. For information about the issues that this launcher addresses, see the Product Notification in the Blackboard Collaborate Knowledge Base.

Documentation about the Blackboard Collaborate Launcher is available in the Knowledge Base.

For general information about the launcher, refer to the following Knowledge Base FAQ articles:

- FAQ: General Questions about the Blackboard Collaborate Launcher
- FAQ: Downloading the Blackboard Collaborate Launcher
- FAQ: Availability of the Blackboard Collaborate Launcher with Integrations

For a list of Known Issues in the launcher, refer to the following Knowledge Base article:

- Blackboard Collaborate Launcher – Known Issues

For specific instructions on using the launcher, refer to the following Knowledge Base Help articles:

- Help: Downloading the Blackboard Collaborate Launcher with Safari
- Help: Downloading the Blackboard Collaborate Launcher with Firefox or Chrome
- Help: Joining web conferencing sessions using the Blackboard Collaborate Launcher
- Help: Downloading and using the Blackboard Collaborate Launcher through Blackboard Learn
- Help: Configuring Blackboard Collaborate Launcher preferences
- Help: Deleting multiple instances of the Blackboard Collaborate Launcher
- Help: Launching web conferencing on Mac OS X 10.8.4 or later using a JNLP file
Getting Started with Mobile for Participants Quick Reference Guide

Blackboard Collaborate Mobile Web Conferencing is designed for active learners who are on the go. Session attendees can participate in web conferencing sessions from an iPhone, iPod Touch or iPad.

**Available Web Conferencing Functions**
- Viewing the Whiteboard
- Viewing a shared Application on another user’s desktop
- Access to Breakout Rooms
- Sending and receiving Chat messages with the entire room
- Listening the session audio and speaking to the room
- Responding to Polls

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Understanding the iPhone/iPod Touch Layout

- **Room Options**
- **Content Area**
- **Emoticons**
- **Stepped Away**
- **Chat**
- **Participants List**
- **Talk**
- **Answer Poll**
- **Raise Hand**
Understanding the iPad Layout

- **Room Options**
- **Content Area**
- **Emoticons**
- **Stepped Away**
- **Raise Hand**
- **Recliner Mode**
- **Participants List**
- **Talk**
- **Chat**
- **Answer Poll**
Joining and Leaving a Mobile Web Conferencing Session:

The first step in joining a Mobile web conferencing session is to visit Apple’s App Store and download the app. Once the app is installed on your mobile device, the application icon will appear. To start the web conferencing session:

1. Tap the Mobile web conferencing app.

2. Enter the Blackboard Collaborate Session URL and your name. Enter the name as you want it to appear in the web conferencing session. Check with the session organizer or moderator to get the URL.
3. Tap Join Session to enter the web conferencing session.

4. To leave a session, tap the Room Options button -

5. Tap the Leave button-
The Participants List

On the iPad, the Participants List will be displayed by default and is only hidden when the Content area is expanded into Recliner Mode. On the iPhone and iPod Touch, the Participants List is hidden by default. To open the Participants List:

1. Tap button to open and close the list.

2. The Participants List will display.

Understanding the List:
- Chair is speaking and using the Applause emoticon.
- John is speaking, has his hand raised and has responded Yes to a poll.
- Emma is speaking, has raised her hand and has responded No to a poll.
Audio

Participants on mobile devices can fully participate in the audio portion of the web conferencing session.

Audio Off

Audio On

Audio Permission Revoked by Moderator

Tips

- If the mobile device is put to sleep or the web conferencing app is sent to the background, a red banner will appear on the screen to indicate that the session is still active.
- If the web conferencing app remains in the background or the device is put to sleep for more than five minutes with the talk button OFF, you will be automatically ejected from the session.
- If the talk button is ON when the device is put to sleep or sent to the background, the session is still active and the microphone is transmitting.
- Mobile participants can not send Private chat messages.
- You can zoom in on the content area by putting two fingers together on the screen where you want to zoom in, and make a spreading motion across the glass. To zoom out, pinch your fingers.
- Participating in a Mobile web conferencing session is for Participants and not for Moderators or session facilitators.
Getting Started with Android Mobile for Participants Quick Reference Guide

Blackboard Collaborate Mobile Web Conferencing is designed for active learners who are on the go. Session attendees can participate in web conferencing sessions from an Android device.

Available Web Conferencing Functions

- Viewing the Whiteboard
- Viewing a shared Application on another user’s desktop
- Access to Breakout Rooms
- Sending and receiving Chat messages with the entire room
- Listening the session audio and speaking to the room
- Responding to Polls
Understanding the Tablet Layout

Room Options

Content Area

Emoticons

Stepped Away

Raise Hand

Enter/Exit Full Screen

Talk

Participants List

Chat

Answer Poll
Joining and Leaving a Mobile Web Conferencing Session:

The first step in joining a Mobile web conferencing session is to download the app from the Google Play Store or from the Amazon Appstore. Once the app is installed on your mobile device, the application icon will appear. To start the web conferencing session:

1. Tap the Mobile web conferencing app.

2. Enter the Blackboard Collaborate Session URL and your name. Enter the name as you want it to appear in the web conferencing session. Check with the session organizer or moderator to get the URL.

3. Tap Join Session to enter the web conferencing session.
4. To leave a session, tap the Room Options button -

5. Tap the Leave button -
The Participants List

On a tablet, the Participants List will be displayed by default and is only hidden when the Content area is expanded into full screen. On the phone, the Participants List is hidden by default. To open the Participants List:

1. Tap the list.

2. The Participants List will display.

Understanding the List:
- Joe has his hand raised and has responded Yes to a poll.
- Steve is speaking and using an emoticon.
Audio

Participants on mobile devices can fully participate in the audio portion of the web conferencing session.

Audio Off
Audio On
Audio Permission Revoked by Moderator

Tips

- If the mobile device is put to sleep or the web conferencing app is sent to the background, a red banner will appear on the screen to indicate that the session is still active.
- If the web conferencing app remains in the background or the device is put to sleep for more than five minutes with the talk button OFF, you will be automatically ejected from the session.
- If the talk button is ON when the device is put to sleep or sent to the background, the session is still active and the microphone is transmitting.
- Mobile participants can not send Private chat messages.
- You can zoom in on the content area by putting two fingers together on the screen where you want to zoom in, and make a spreading motion across the glass. You can return to the full zoom by double-tapping.
- Participating in a Mobile web conferencing session is for Participants and not for Moderators or session facilitators.
Mobile Web Conferencing: Session Management Tips for Moderators

Blackboard Collaborate Mobile Web Conferencing is designed for active learners who are on the go. Session attendees can participate in web conferencing sessions from an iPhone, iPod Touch or iPad.

Moderators or session facilitators must join the session from a desktop or laptop computer. Moderator tools are not available from a mobile device.

Understanding the iPhone/iPod Touch Layout

![Diagram of iPhone/iPod Touch layout]

- Participants List
- Talk
- Content Area
- Emoticons
- Stepped Away
- Chat
- Room Options
- Answer Poll
- Raise Hand
Understanding the iPad Layout

- Room Options
- Content Area
- Emotions
- Stepped Away
- Raise Hand
- Recliner Mode
- Participants List
- Talk
- Chat
- Answer Poll
Available Web Conferencing Functions

- Viewing the Whiteboard
- Viewing a shared Application on another user's desktop
- Working in Breakout Rooms
- Sending and receiving Chat messages with the entire room
- Listening to the session Audio and speaking to the room
- Responding to Polls

Web Conferencing Functions not Available for Mobile Participants

- Private Chat
- Live Video
- File Transfer
- Multimedia Library
- Annotation on the Whiteboard
- Moderator Controls
- Recording Playback
The Participants List

The Moderator has a clear indication of which participants are connected to the session through a mobile device: icons appear in the Participants List distinguishing between iPhone/iPod Touch users and iPad users. This information is critical for session management. (Note, there is no icon displayed for users connected using a desktop or laptop computer.)

It is important for the Moderator to understand what the Mobile participants are seeing. On the iPad, the Participants List is displayed by default and is hidden only when the Content area is expanded into Recliner Mode. On the iPhone and iPod Touch, the Participants List is hidden by default.

Opening the Participants List

Tap the button to open and close the list.

The Participants List will be displayed.

Understanding the List

- Chair is speaking and using the Applause emoticon.
- John is speaking, has his hand raised and has responded Yes to a poll.
- Emma is speaking, has raised her hand and has responded No to a poll.
Audio

If the Moderator removes the Participant's Audio permission, the Talk button on the mobile device will have a slash across it (✓) and the Participant will not be able to engage the button.

Chat

Mobile participants cannot send or receive Private Chat messages during a session. The sender will receive a message indicating the participant is on a mobile device.

Breakout Rooms

Mobile participants can collaborate in Breakout Rooms, however, they cannot move themselves from room to room. Only the Moderator can move the Mobile participants. The Mobile participants can communicate using Audio, Chat, Emoticons, Hand Raise and Polling. Mobile participants cannot navigate the Whiteboard pages in a Breakout Room, therefore, it is recommended that at least one desktop/laptop participant be given the role of Moderator and the Whiteboard set to "Follow."
Application Sharing

Participants on mobile devices will be able to see a shared application. To improve viewing, they can zoom in and out on the shared content. The words “Application Sharing” will appear at the bottom of the content area on the mobile devices.

Application Sharing Tips

- Mobile participants cannot start Application Sharing even if the Moderator grants them Application Sharing permission.
- If the Moderator grants Application Sharing permission to a Mobile participant, the Application Sharing permission will appear in the Participants List of desktop/laptop attendees but not that of Mobile attendees.
- Mobile participants cannot take control of a shared application even if the Moderator gives them permission.
Web Tour

Web Tour is not supported on mobile devices. If the Moderator starts a Web Tour, the Mobile participants will be sent a message “A Web Tour is in progress. This feature is not yet supported.” The Moderator will not be reminded that the Mobile participants cannot see the content.

Web Tour Tips

- Moderators should announce to the class that a Web Tour is starting and acknowledge that the Mobile participants will not see the content.
- Publish or paste the URL into the Chat and encourage Mobile participants to bookmark the URL for later viewing. Remember, if the Mobile participant clicks the URL and leaves the Collaborate session to see the URL content in the browser, after two minutes the Mobile participant will be removed from the Collaborate session.

General Tips

- Mobile web conferencing is intended for Participants and not for Moderators or session facilitators.
- If the mobile device is put to sleep or the web conferencing app is sent to the background, a red banner will appear on the screen to indicate that the session is still active.
- If the web conferencing app remains in the background or the device is put to sleep for more than five minutes with the talk button OFF, you will be automatically ejected from the session.
- If the talk button is ON when the device is put to sleep or sent to the background, the session is still active and the microphone is transmitting.
- Mobile participants cannot send Private chat messages.
- Mobile participants can zoom in on the Content area by putting two fingers together on the screen where they want to zoom in, and make a spreading motion across the glass. To zoom back out, they can pinch your fingers together.