# Blackboard Collaborate

## Tips, Tricks, and How To's

CTAHR Distance Education
5/22/14

# Agenda

- Features of Blackboard Collaborate (BBC)
- Blackboard Collaborate Mobile
- Troubleshooting

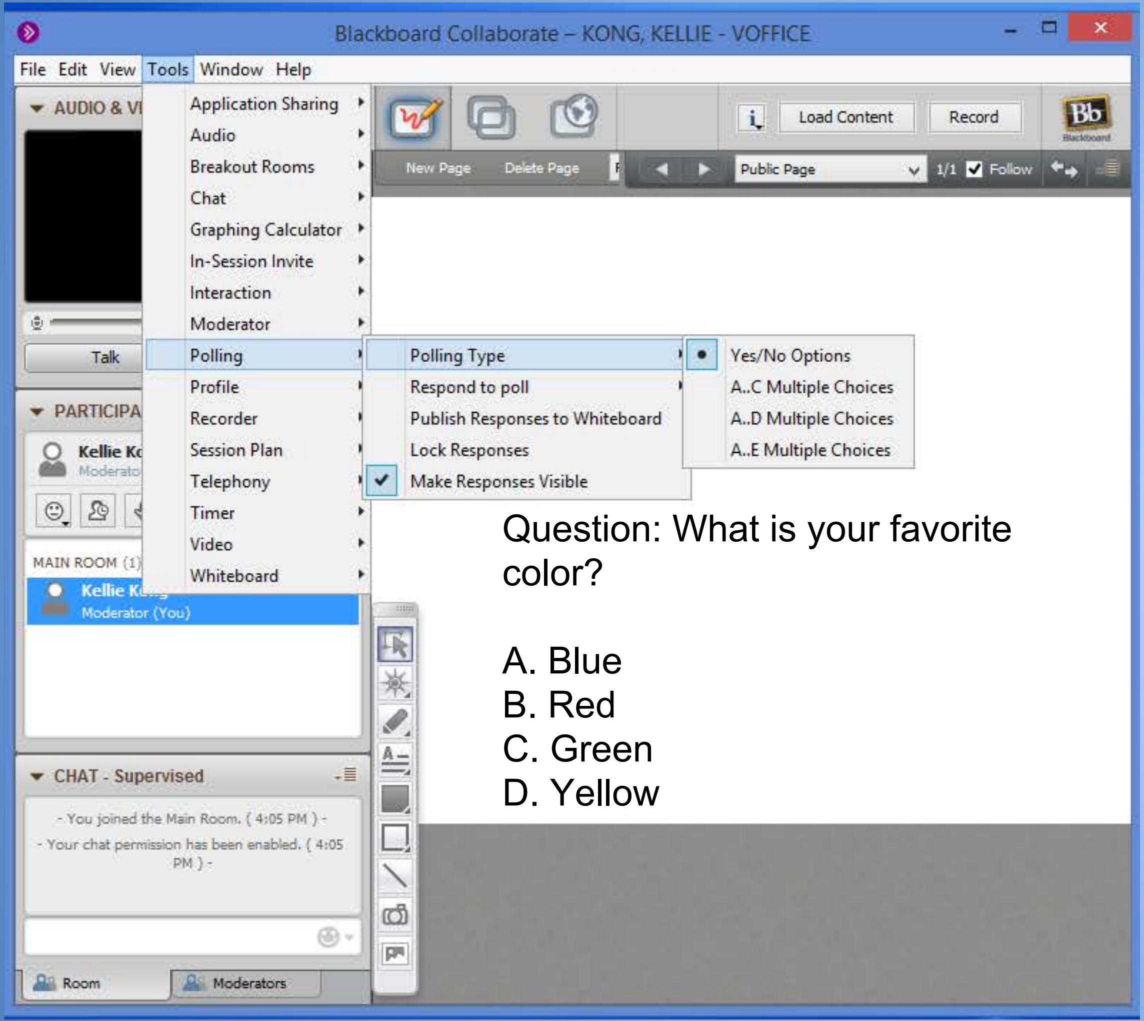
# Features

- Polling (Multiple Choice, Yes/No)
- Quiz Manager
- Small Group Breakout Discussions
- Send Announcement
- Timer - Classroom Management
- Multimedia Library
- File Transfer
- Saving your session
- Blackboard Collaborate Publish

# Polling

- Create multiple choice or yes/no polls
    - Check students understanding
    - Engage students
- Publish poll results

# Change Poll Type


Blackboard Collaborate – KONG, KELLIE - VOFFICE
File Edit View Tools Window Help
Application Sharing
Audio
Breakout Rooms
Chat
Graphing Calculator
In-Session Invite
Interaction
Moderator
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
Polling Type
Respond to poll
Publish Responses to Whiteboard
Lock Responses
✓ Make Responses Visible
● Yes/No Options
A..C Multiple Choices
A..D Multiple Choices
A..E Multiple Choices
Load Content
Record
New Page
Delete Page
Public Page
1/1
☑ Follow
AUDIO & VI
Talk
PARTICIPA
Kellie Kc
Moderato
MAIN ROOM (1)
Kellie Kong
Moderator (You)
CHAT - Supervised
Room
Moderators

Question: What is your favorite color?

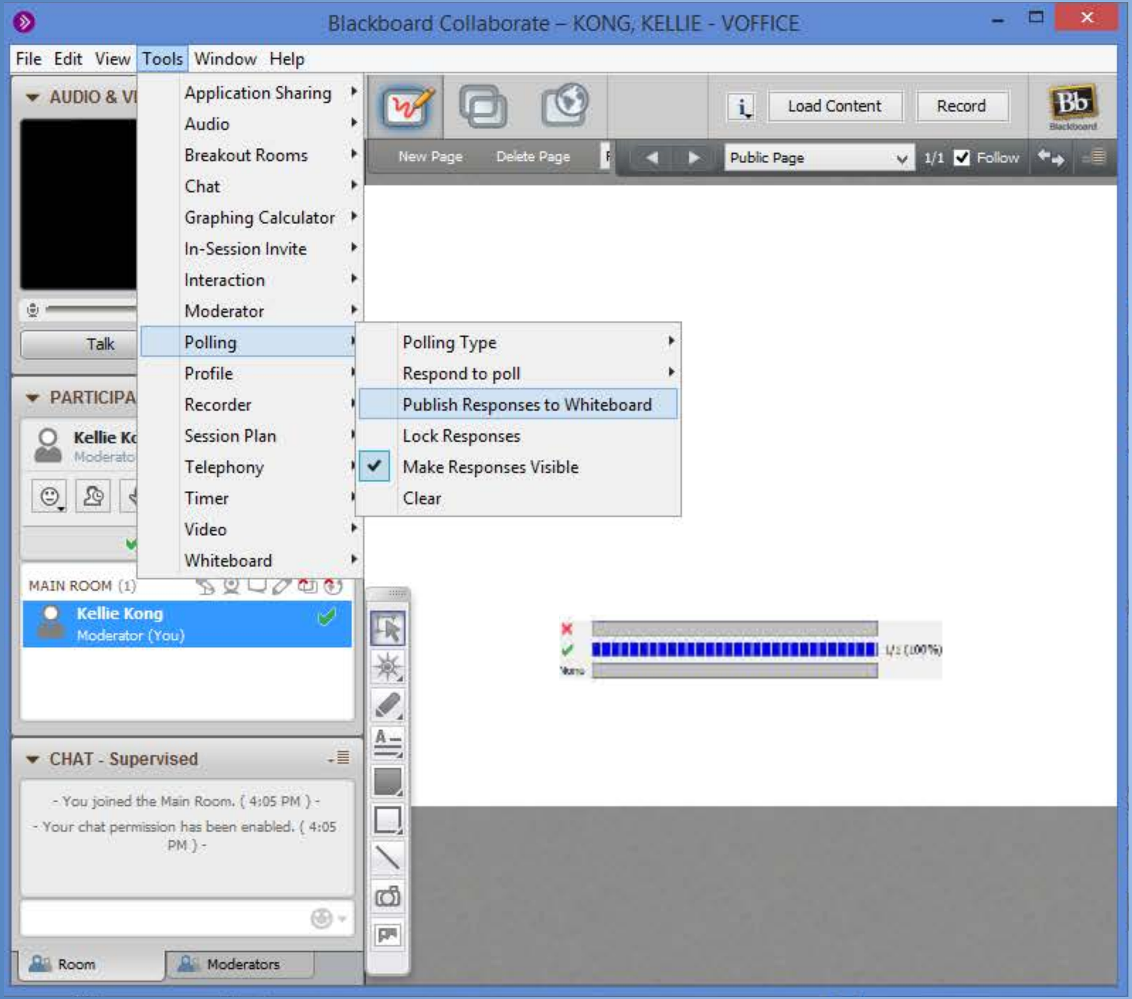
A. Blue
B. Red
C. Green
D. Yellow

- You joined the Main Room. ( 4:05 PM ) -

- Your chat permission has been enabled. ( 4:05 PM ) -

- Go to Tools - Polling - Polling Type
- Select Polling Type

Tip:
Paste a copy of the question on the Whiteboard


Blackboard Collaborate – KONG, KELLIE - VOFFICE
File
Edit
View
Tools
Window
Help
AUDIO & VI
Talk
PARTICIPA
Kellie Ko
Moderato
Application Sharing
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Whiteboard
Polling Type
Respond to poll
Publish Responses to Whiteboard
Lock Responses
✓ Make Responses Visible
Clear
Load Content
Record
Bb
Blackboard
New Page
Delete Page
Public Page
1/1
☑ Follow
1/1 (100%)
None
MAIN ROOM (1)
Kellie Kong
Moderator (You)
CHAT - Supervised
Room
Moderators

- You joined the Main Room. ( 4:05 PM ) -

- Your chat permission has been enabled. ( 4:05 PM ) -

# Publish Poll

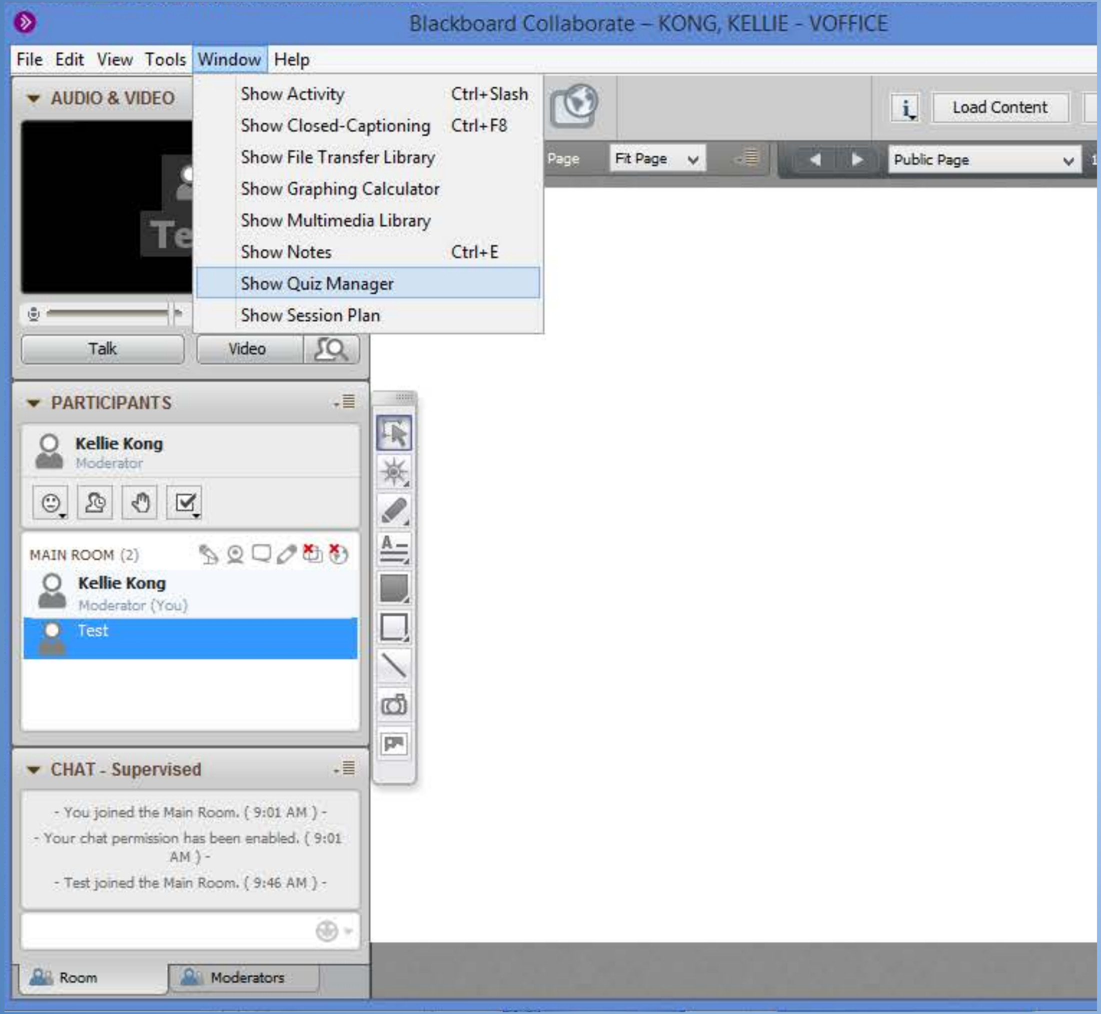
- Go to Tools - Polling - Publish Responses to Whiteboard
- Select where you want to place the results

Tip:

The published results will not update with new responses

# Quiz Manager

- Create Multiple choice or short answer
- Blackboard will grade Multiple choice
- Timed quiz
- Save quiz
- Save quiz results


Blackboard Collaborate – KONG, KELLIE - VOFFICE
File Edit View Tools Window Help
Show Activity Ctrl+Slash
Show Closed-Captioning Ctrl+F8
Show File Transfer Library
Show Graphing Calculator
Show Multimedia Library
Show Notes Ctrl+E
Show Quiz Manager
Show Session Plan
AUDIO & VIDEO
Talk
Video
Load Content
Page
Fit Page
Public Page
PARTICIPANTS
Kellie Kong
Moderator
MAIN ROOM (2)
Kellie Kong
Moderator (You)
Test
CHAT - Supervised
Room
Moderators

- You joined the Main Room. ( 9:01 AM ) -

- Your chat permission has been enabled. ( 9:01 AM ) -

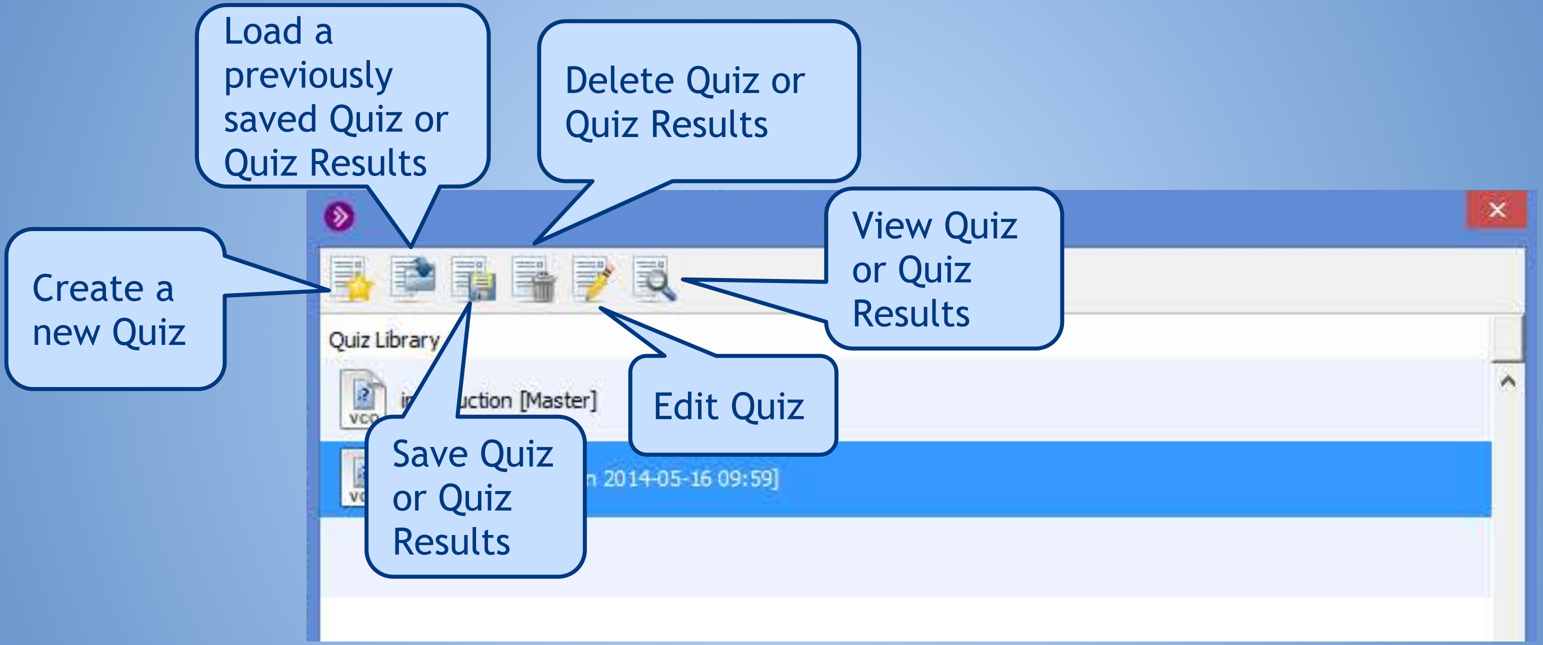
- Test joined the Main Room. ( 9:46 AM ) -

# Open Quiz Manager

- Go to Window - Show Quiz Manager

Tip:

The Quiz Manager will clear all quizzes and results and the end of a Blackboard Session.


Quiz Library
i uction [Master]
n 2014-05-16 09:59]

Load a previously saved Quiz or Quiz Results

Delete Quiz or Quiz Results

Create a new Quiz

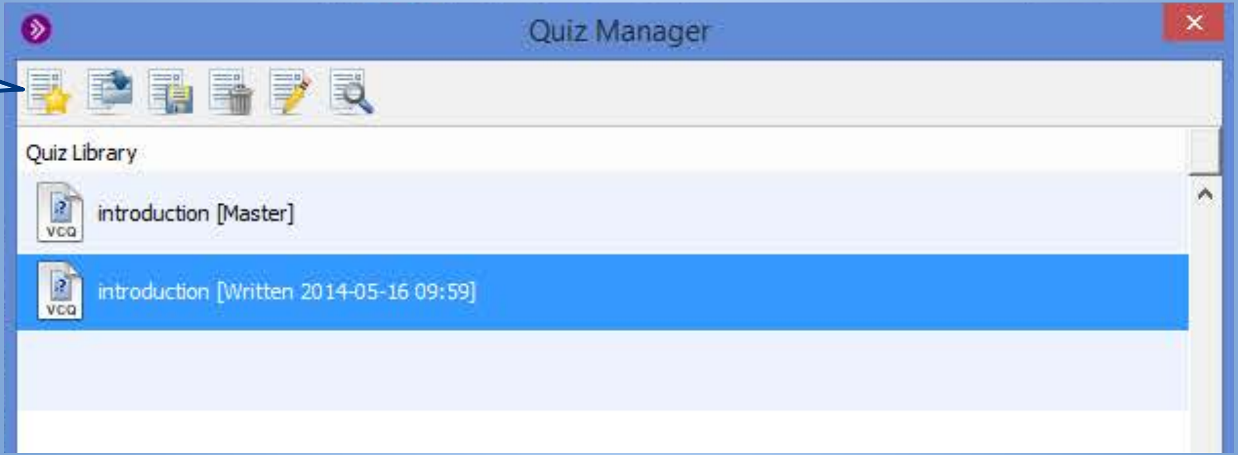
View Quiz or Quiz Results

Edit Quiz

Save Quiz or Quiz Results

# Create a New Quiz

1. Click here

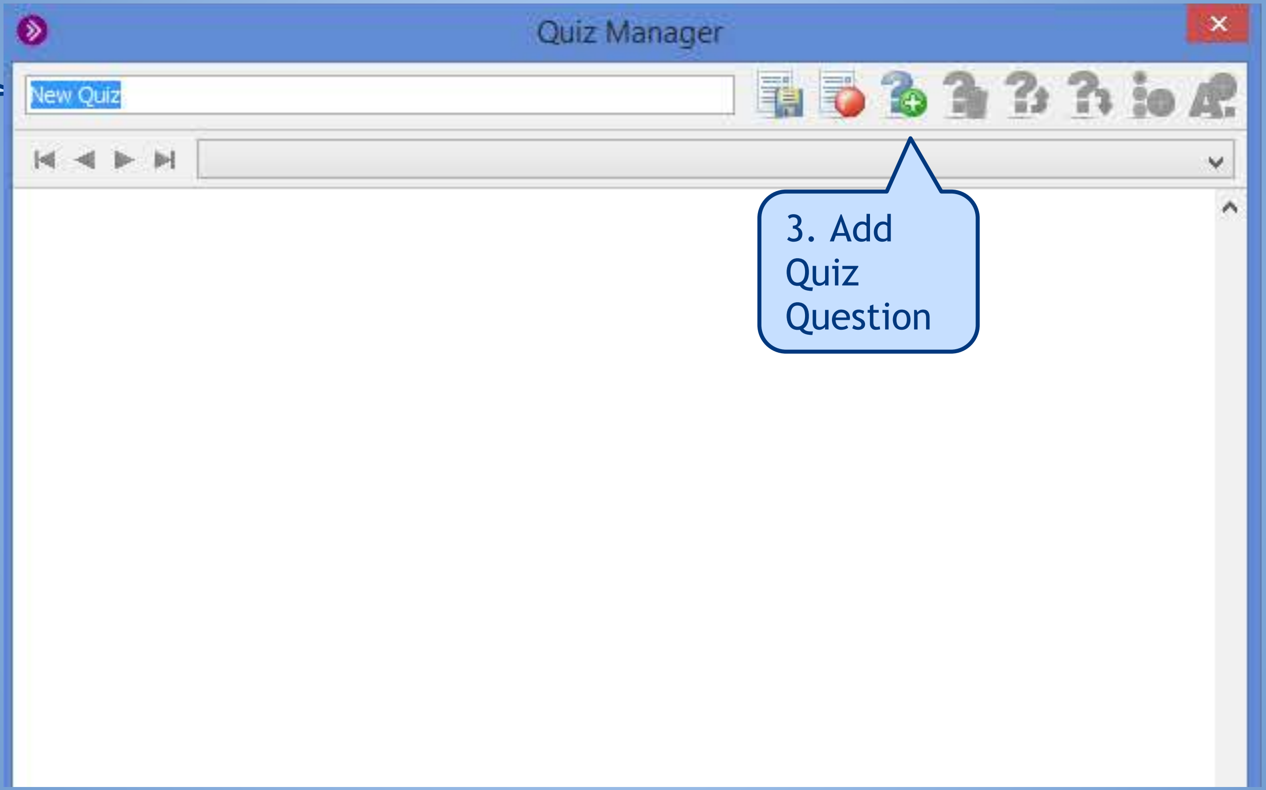


Quiz Manager
Quiz Library

introduction [Master]

introduction [Written 2014-05-16 09:59]

# Create a New Quiz

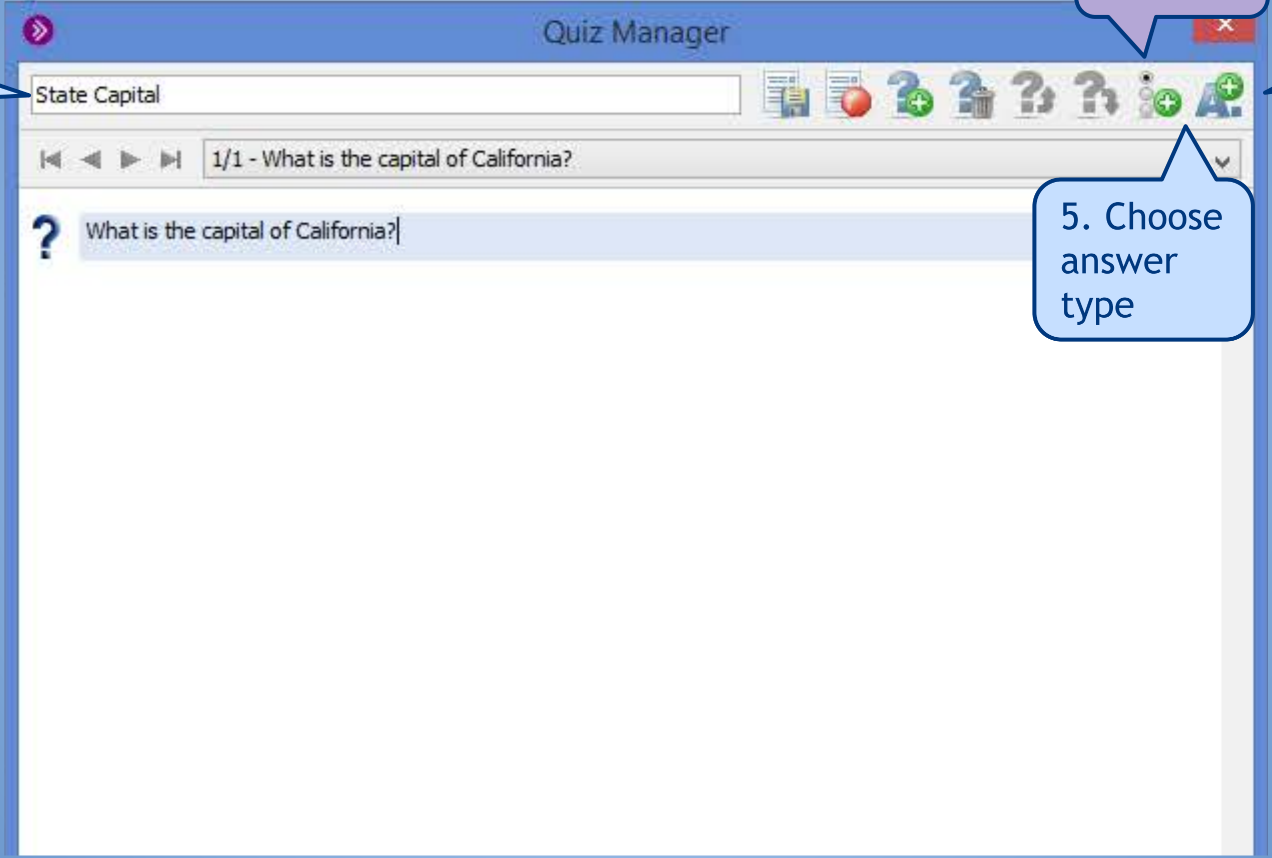

Quiz Manager

New Quiz

2. Name your Quiz

3. Add Quiz Question

# Create a New Quiz



State Capital

1/1 - What is the călifornia?

What is the capital of California?

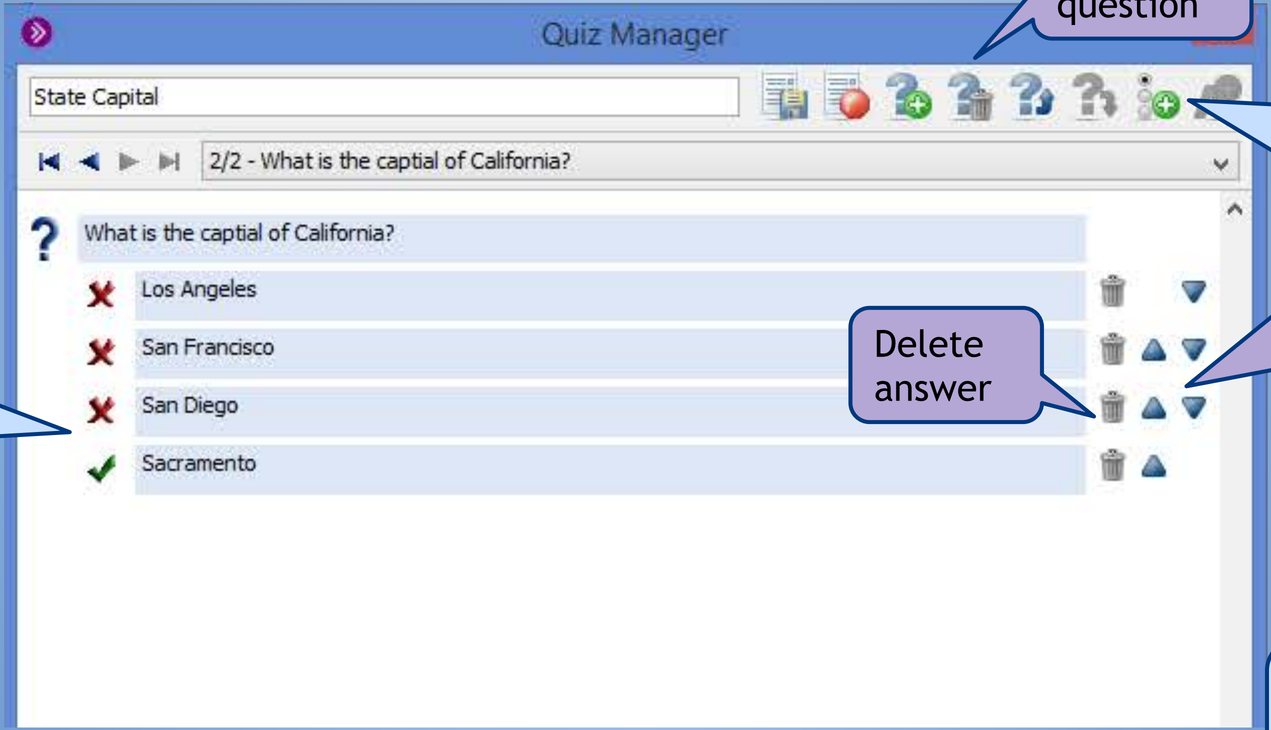
Multiple Choice

Short Answer

4. Name your Quiz

5. Choose answer type

# Create a New Quiz - Multiple Choice



State Capital

2/2 - What is the captial of California?

What is the captial of California?

- ✗ Los Angeles
- ✗ San Francisco
- ✗ San Diego
- ✓ Sacramento

Delete question

6. Click to add additional answer choices

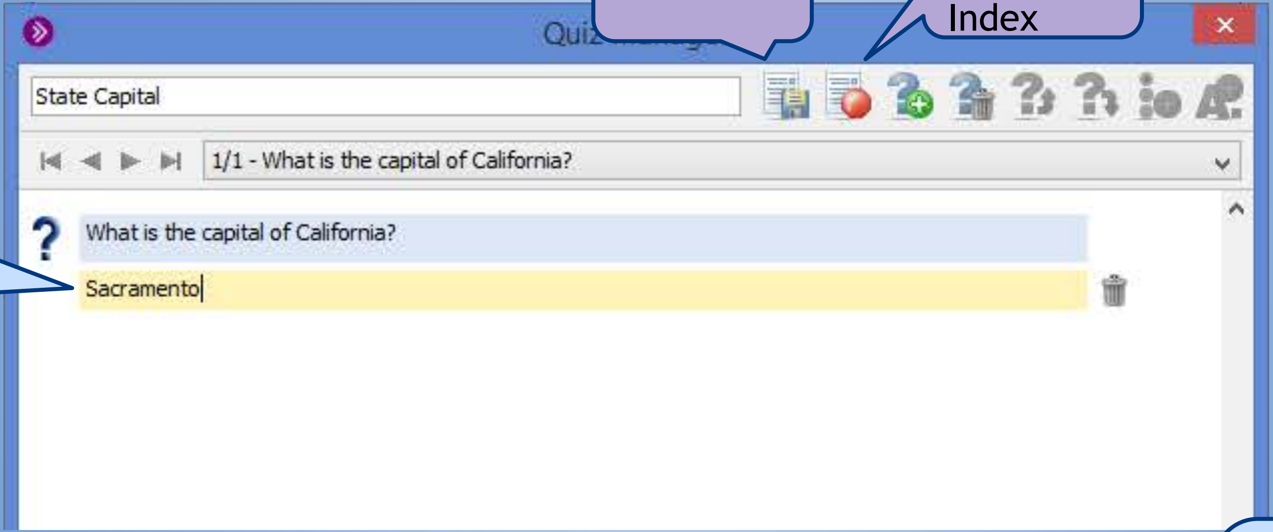
Delete answer

Use the arrows to change the order of the answers

7. Click to select correct answer

Note: You can only have 1 correct answer

# Create a New Quiz - Short Answer



State Capital

1/1 - What is the capital of California?

What is the capital of California?

Sacramento

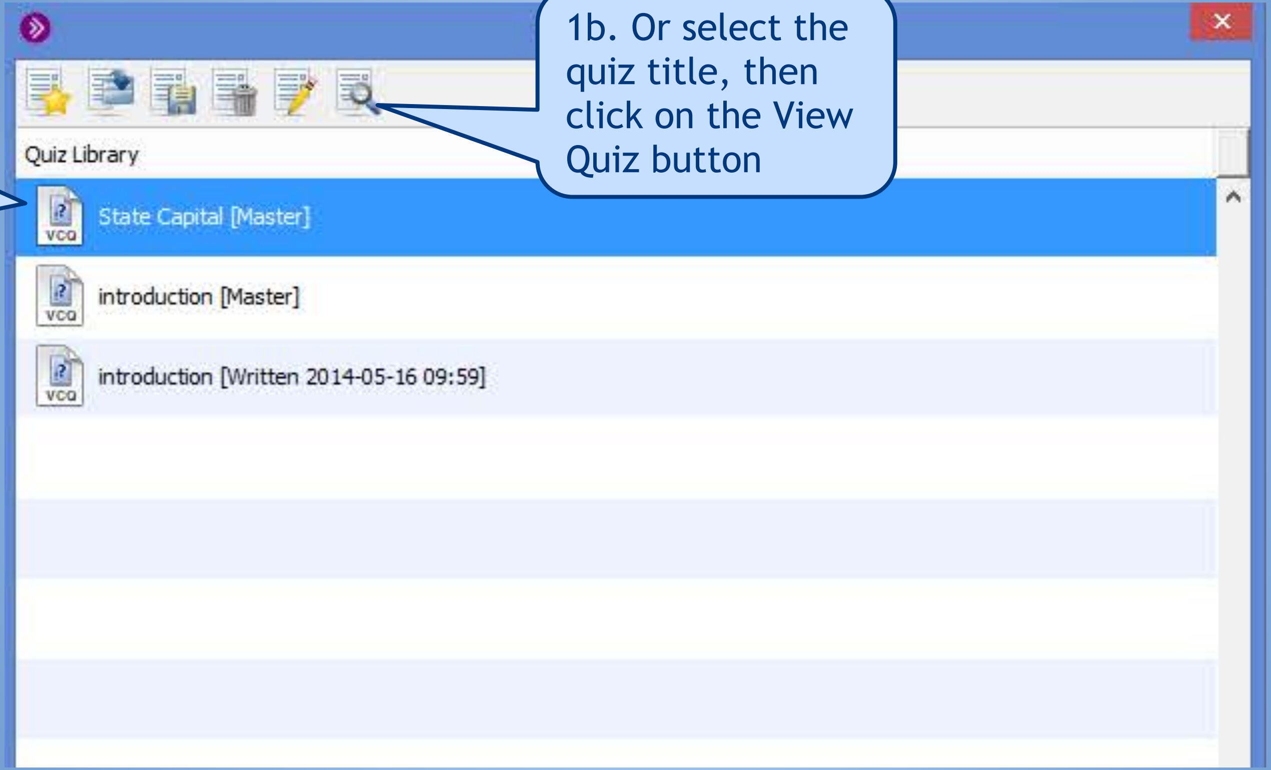
Save Quiz

Return to Quiz Index

6. Put in the correct answer

Note: Blackboard can only do direct comparisons, you will still need to grade this question

# Administer Quiz

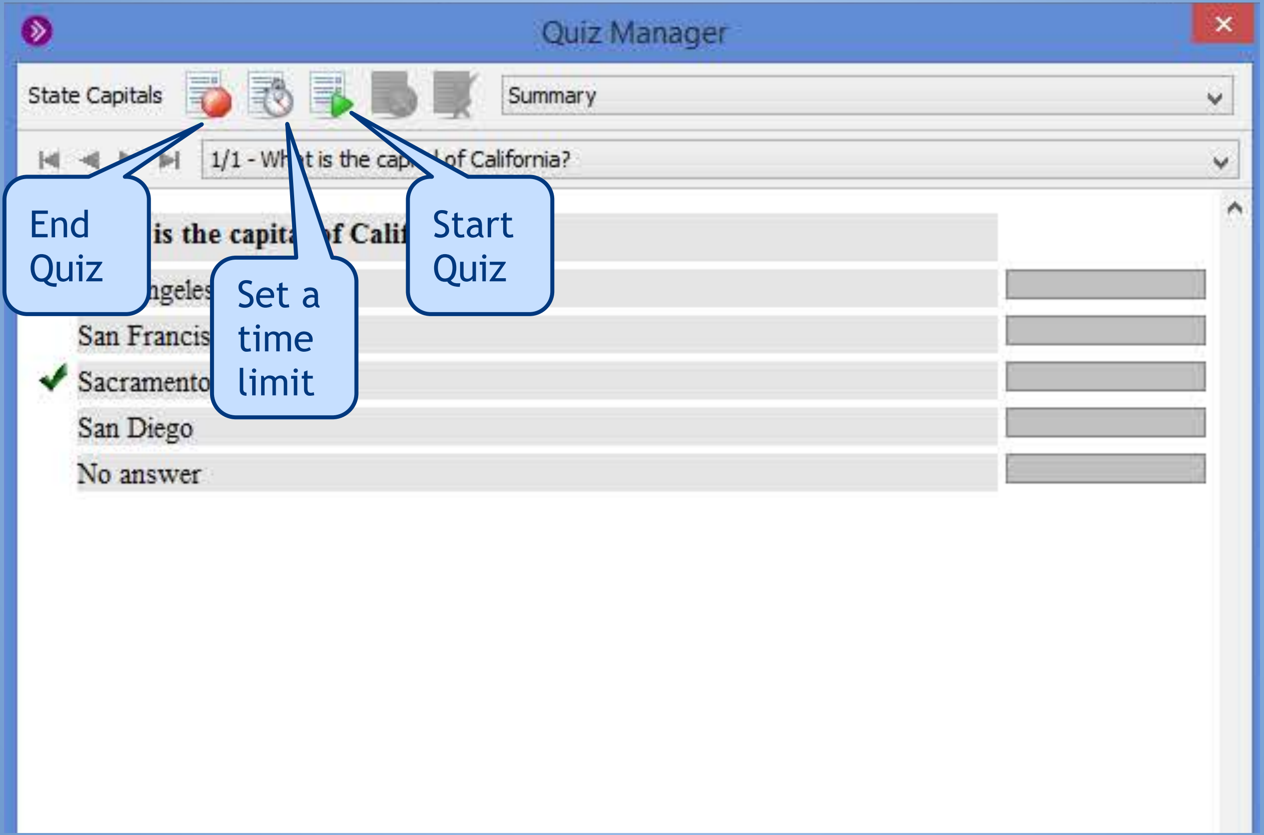


Quiz Library
State Capital [Master]
introduction [Master]
introduction [Written 2014-05-16 09:59]

1a. Double click on the Quiz title

1b. Or select the quiz title, then click on the View Quiz button

# Administer Quiz


Quiz Manager
State Capitals
Summary

1/1 - Wh t is the cap l of California?

is the capita f Cali

ngeles

San Francis

✓ Sacramento

San Diego

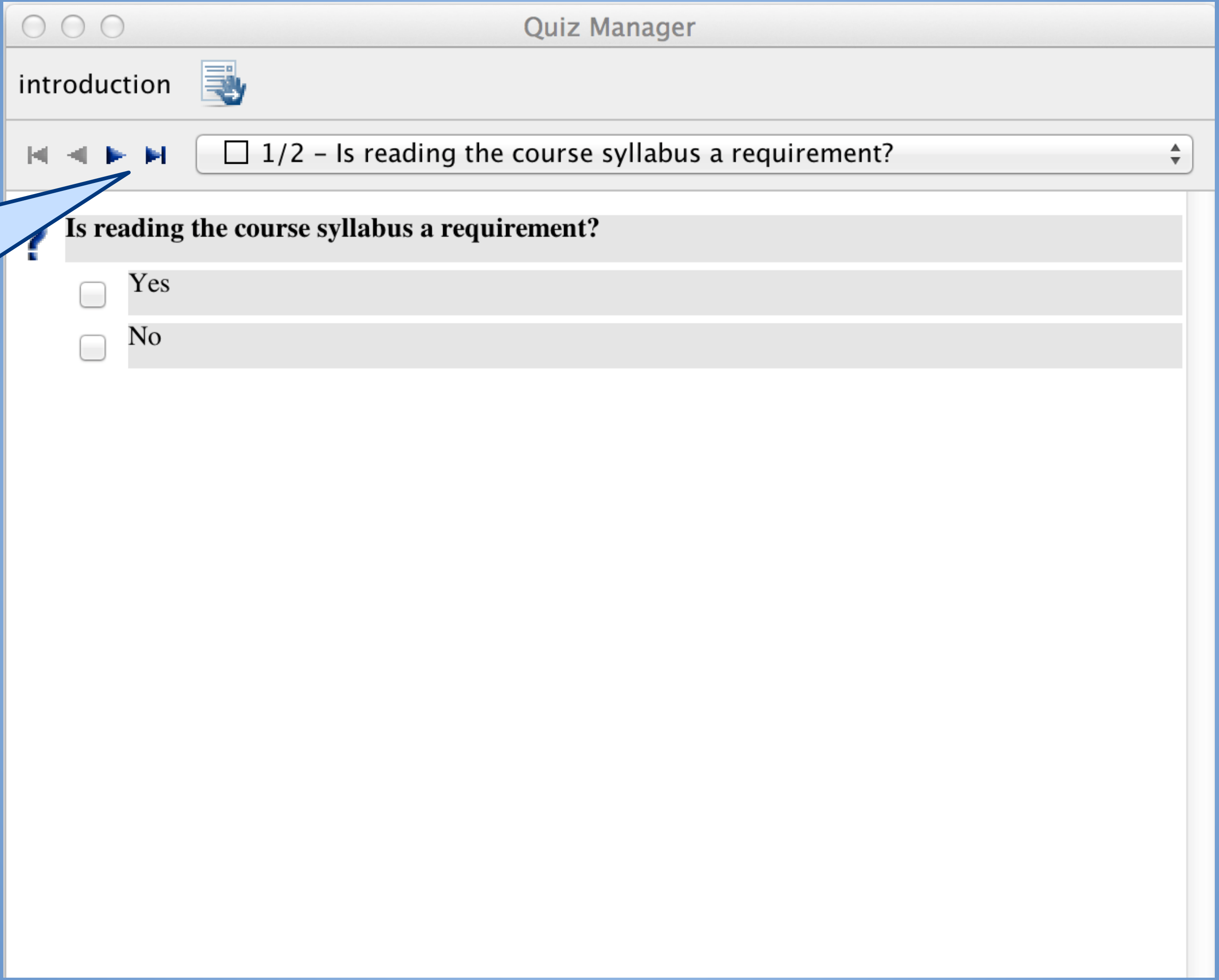
No answer

End Quiz

Set a time limit

Start Quiz

Note: Time limits are set in minutes


Quiz Manager
introduction

☐ 1/2 – Is reading the course syllabus a requirement?

**Is reading the course syllabus a requirement?**

☐ Yes

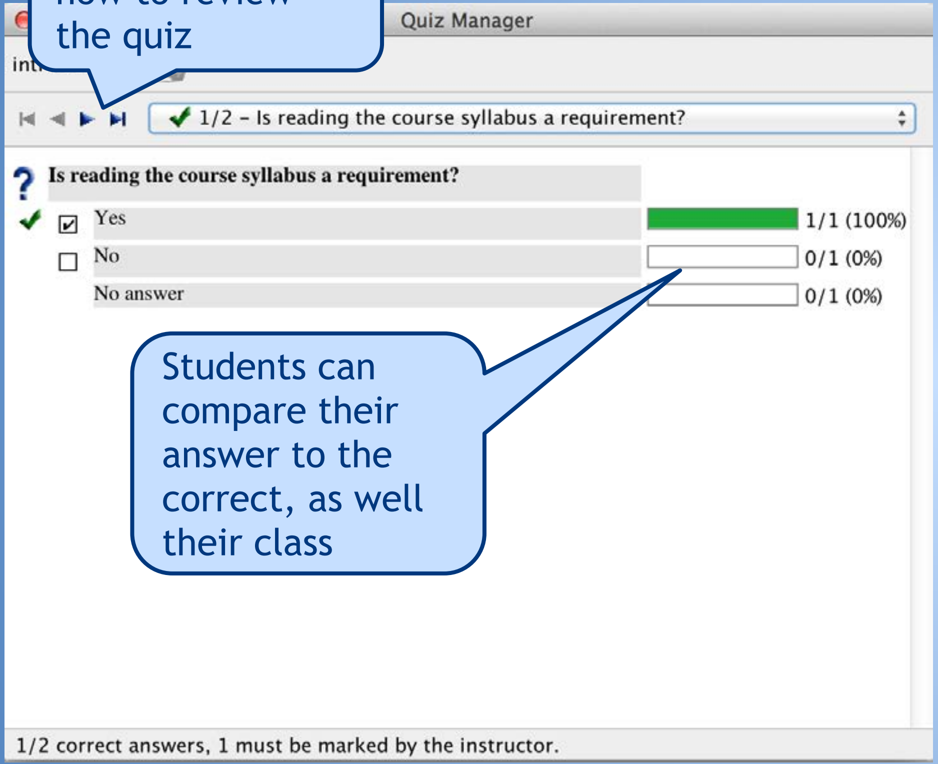
☐ No

Student controls movement through the quiz

Student View

# Review Quiz Results

Student control how to review the quiz



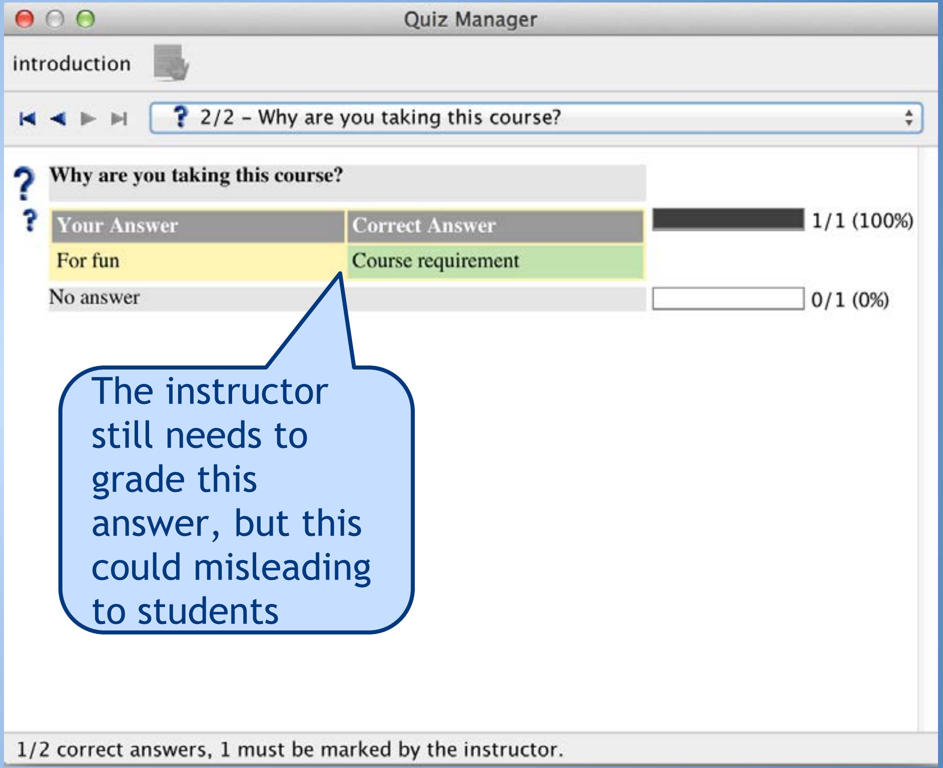
✓ 1/2 – Is reading the course syllabus a requirement?

**Is reading the course syllabus a requirement?**

| | | | |
|---|---|---|---|
| ✓ | ☑ | Yes | 1/1 (100%) |
| | ☐ | No | 0/1 (0%) |
| | | No answer | 0/1 (0%) |

1/2 correct answers, 1 must be marked by the instructor.

Students can compare their answer to the correct, as well their class



? 2/2 – Why are you taking this course?

**Why are you taking this course?**

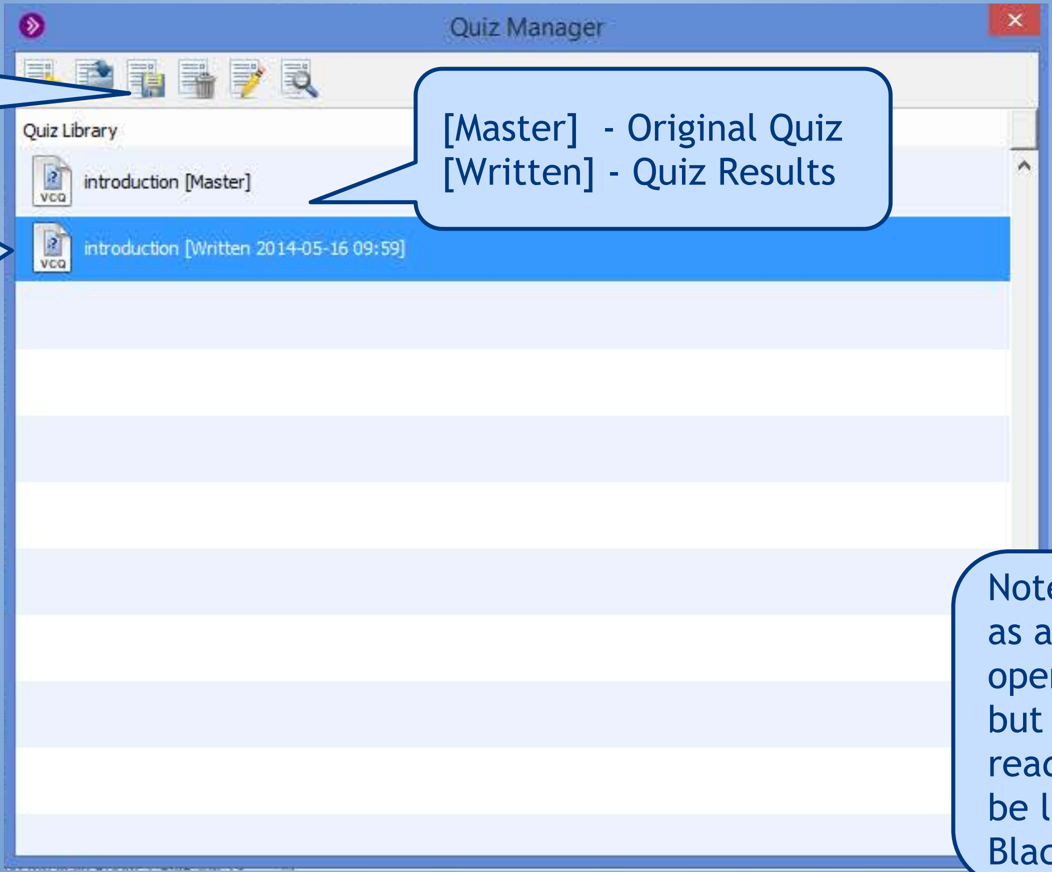
| Your Answer | Correct Answer | |
|---|---|---|
| For fun | Course requirement | 1/1 (100%) |
| No answer | | 0/1 (0%) |

1/2 correct answers, 1 must be marked by the instructor.

The instructor still needs to grade this answer, but this could misleading to students

Student View

# Save Quiz and Quiz Results



introduction [Master]

introduction [Written 2014-05-16 09:59]

Click this icon to save the results to your computer

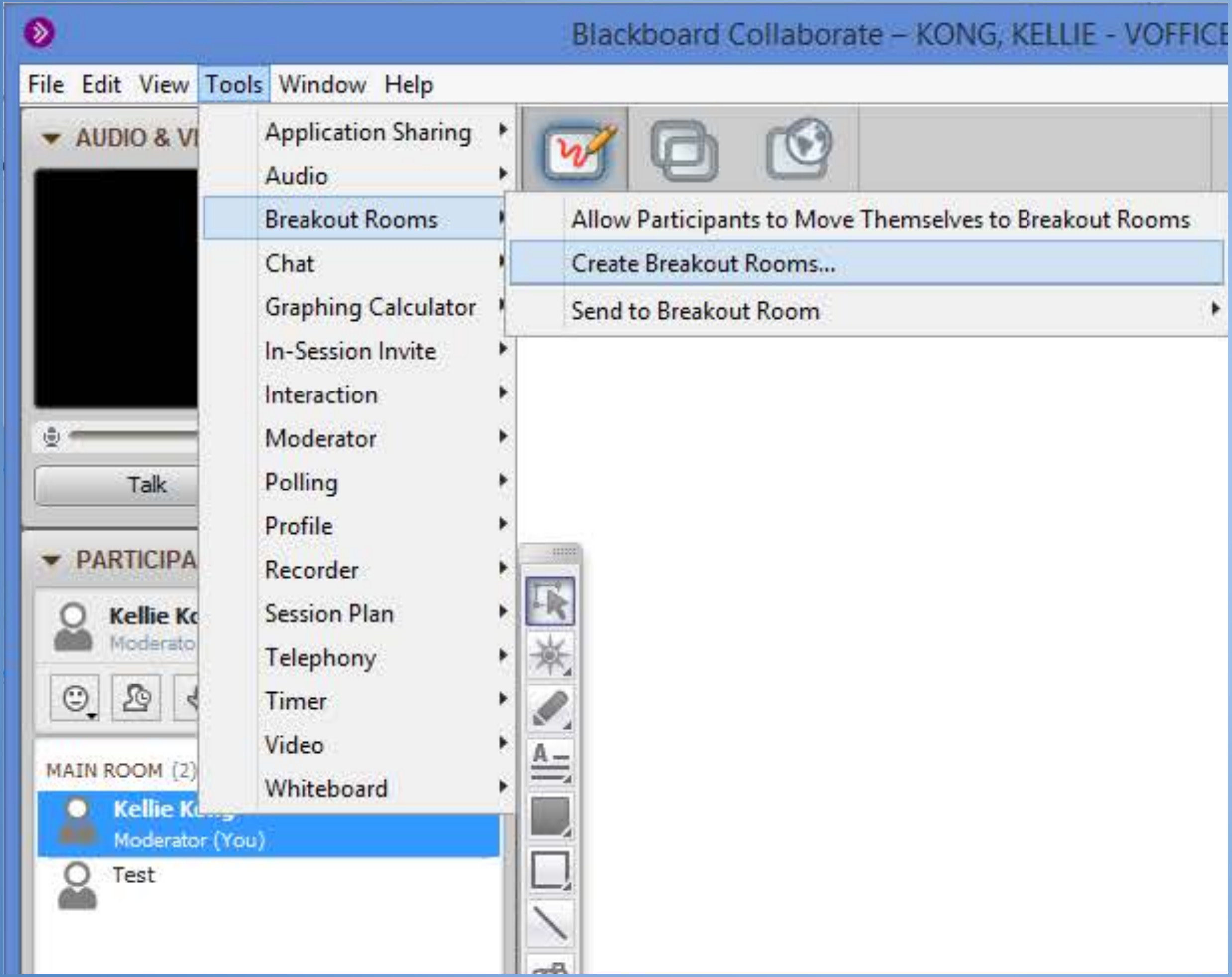
After a quiz has been given, the results are added to the Quiz Manager

[Master] - Original Quiz
[Written] - Quiz Results

Note: Quiz files are saved as a .vcq file. It can be opened using MS Excel, but may be difficult to read. VCQ files may also be loaded into a Blackboard Session

# Breakout Rooms

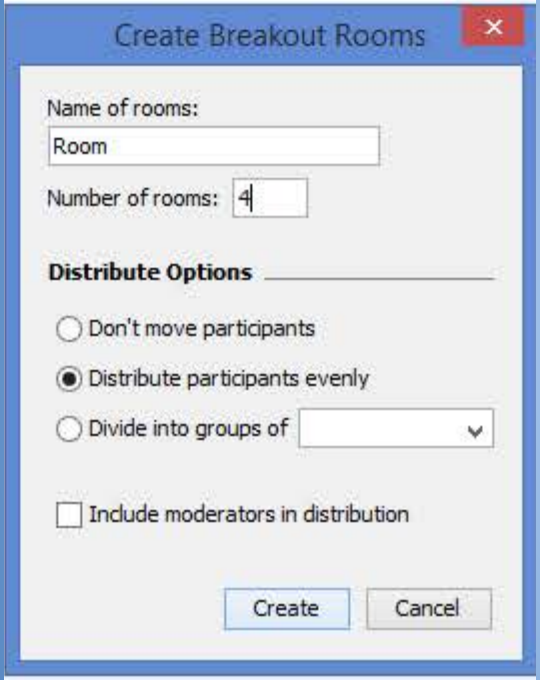
- Small group discussions
- Each breakout room has separate audio and whiteboard for collaboration
- Audio/video in breakout rooms are not recorded


Blackboard Collaborate – KONG, KELLIE - VOFFICE
File
Edit
View
Tools
Window
Help
AUDIO & VI
Talk
PARTICIPA
Kellie Ko
Moderato
MAIN ROOM (2)
Kellie Kong
Moderator (You)
Test
Application Sharing
Audio
Breakout Rooms
Chat
Graphing Calculator
In-Session Invite
Interaction
Moderator
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
Allow Participants to Move Themselves to Breakout Rooms
Create Breakout Rooms...
Send to Breakout Room

# Create a Breakout Room

- Go to Tools - Breakout Rooms - Create Breakout Rooms...

# Create Breakout Rooms



Create Breakout Rooms

Name of rooms: Room

Number of rooms: 4

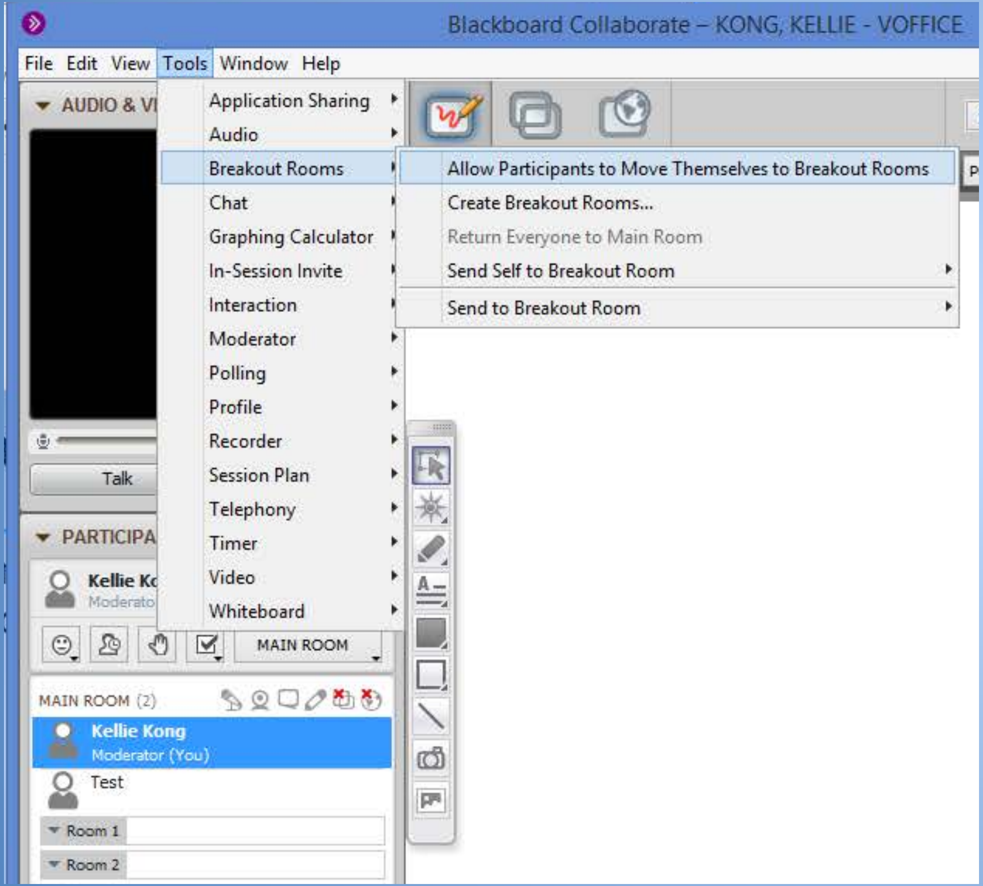
**Distribute Options**

○ Don't move participants
● Distribute participants evenly
○ Divide into groups of

☐ Include moderators in distribution

- Choose the desired options
- Moving to breakout rooms
  - Students can be randomly assigned
  - Instructor can manually move student to rooms by dragging and dropping participants in the participant window

# Create Breakout Rooms



Blackboard Collaborate – KONG, KELLIE - VOFFICE
File
Edit
View
Tools
Window
Help
AUDIO & VI
Application Sharing
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Breakout Rooms
Chat
Graphing Calculator
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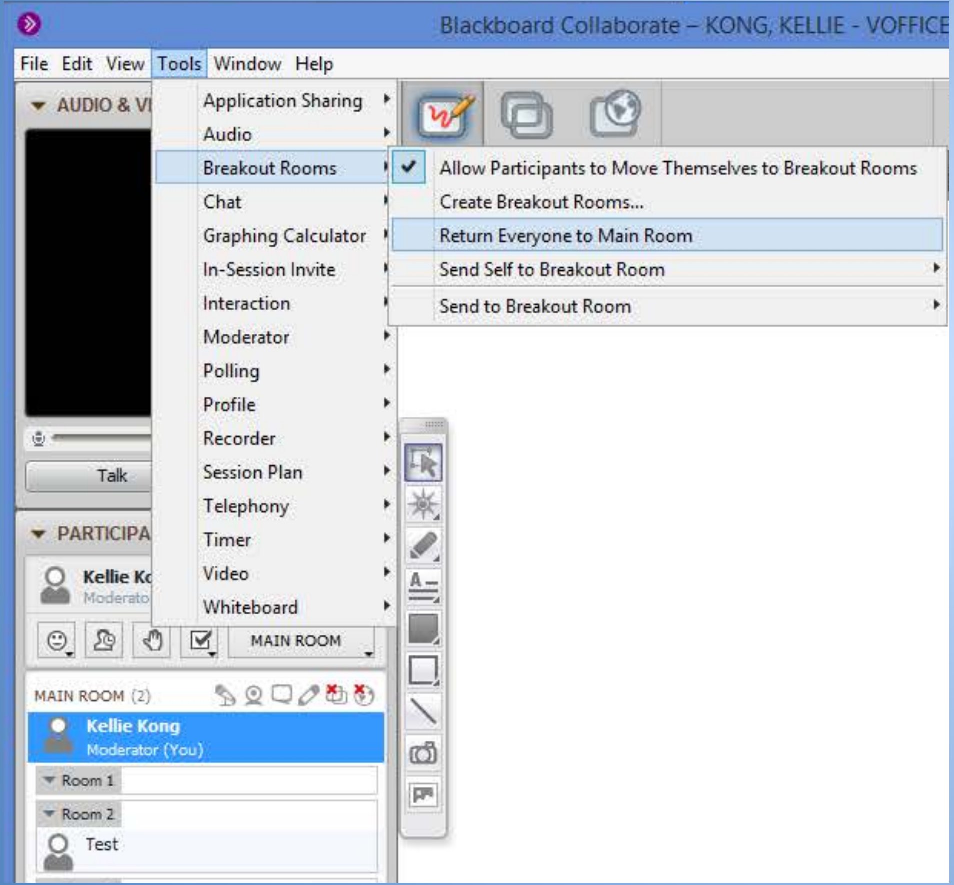
Moderator
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
Allow Participants to Move Themselves to Breakout Rooms
Create Breakout Rooms...
Return Everyone to Main Room
Send Self to Breakout Room
Send to Breakout Room
Talk
PARTICIPA
Kellie Ko
Moderato
MAIN ROOM
MAIN ROOM (2)
Kellie Kong
Moderator (You)
Test
Room 1
Room 2

Students may also move themselves to breakout rooms, by dragging and dropping

- Tools - Breakout Rooms - Allow Participants to Move Themselves to Breakout Rooms

Note: Students using the mobile version of Blackboard Collaborate, are unable to do this, and the instructor will need to move them

# Return from Breakout Rooms



Blackboard Collaborate – KONG, KELLIE - VOFFICE
File Edit View Tools Window Help
AUDIO & VI
Application Sharing
Audio
Breakout Rooms
Chat
Graphing Calculator
In-Session Invite
Interaction
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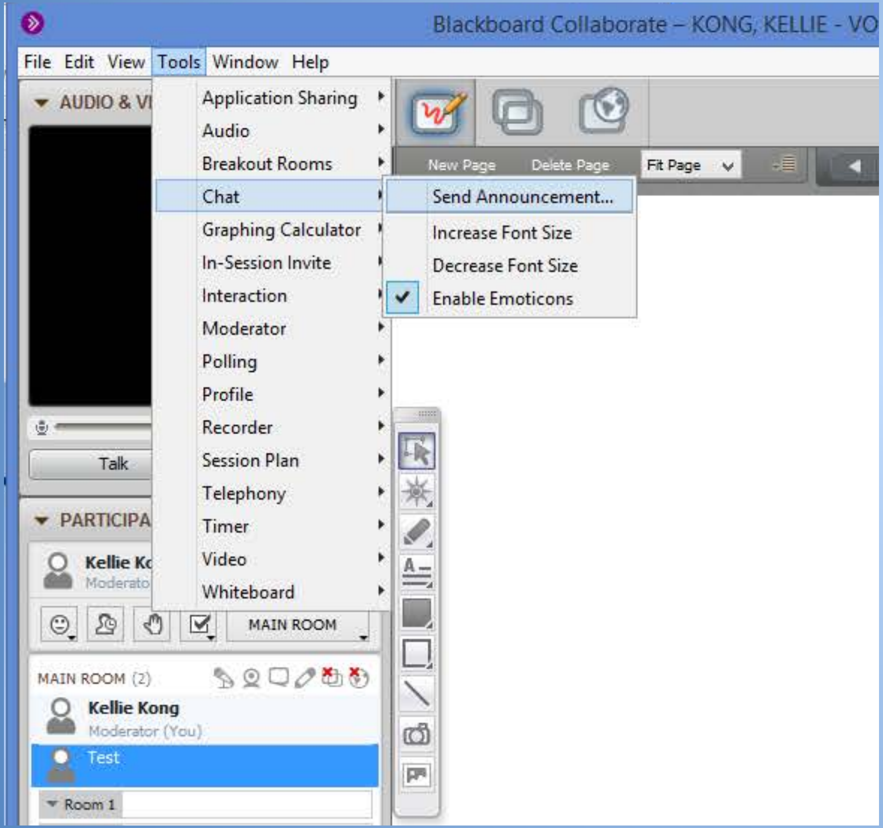
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
✓ Allow Participants to Move Themselves to Breakout Rooms
Create Breakout Rooms...
Return Everyone to Main Room
Send Self to Breakout Room
Send to Breakout Room
Talk
PARTICIPA
Kellie Ko
Moderato
MAIN ROOM
MAIN ROOM (2)
Kellie Kong
Moderator (You)
Room 1
Room 2
Test

You can recall all participants to the main room

- Tools - Breakout Rooms - Return Everyone to Main Room
- If enabled, students can drag and drop themselves to the main room

# Chat Announcements


Blackboard Collaborate – KONG, KELLIE - VO
File Edit View Tools Window Help
AUDIO & VI
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PARTICIPA
Kellie Ko
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MAIN ROOM
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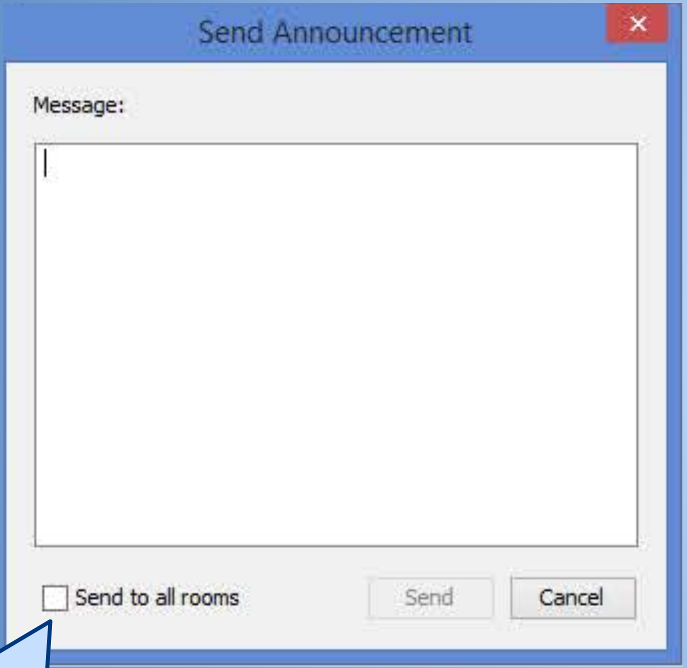
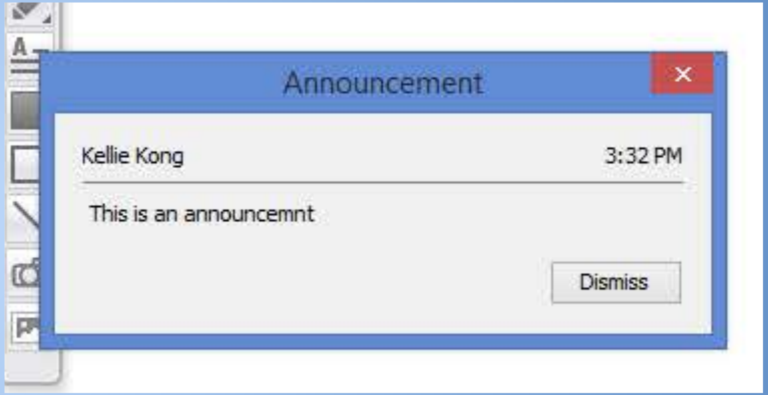
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
Send Announcement...
Increase Font Size
Decrease Font Size
Enable Emoticons
New Page
Delete Page
Fit Page

- Send out announcements across all chat rooms, including breakout rooms
- Useful to remind students of instructions, or how much time is left

# Chat Announcements


Send Announcement
×
Message:
☐ Send to all rooms
Send
Cancel

Don't forget to check this box!

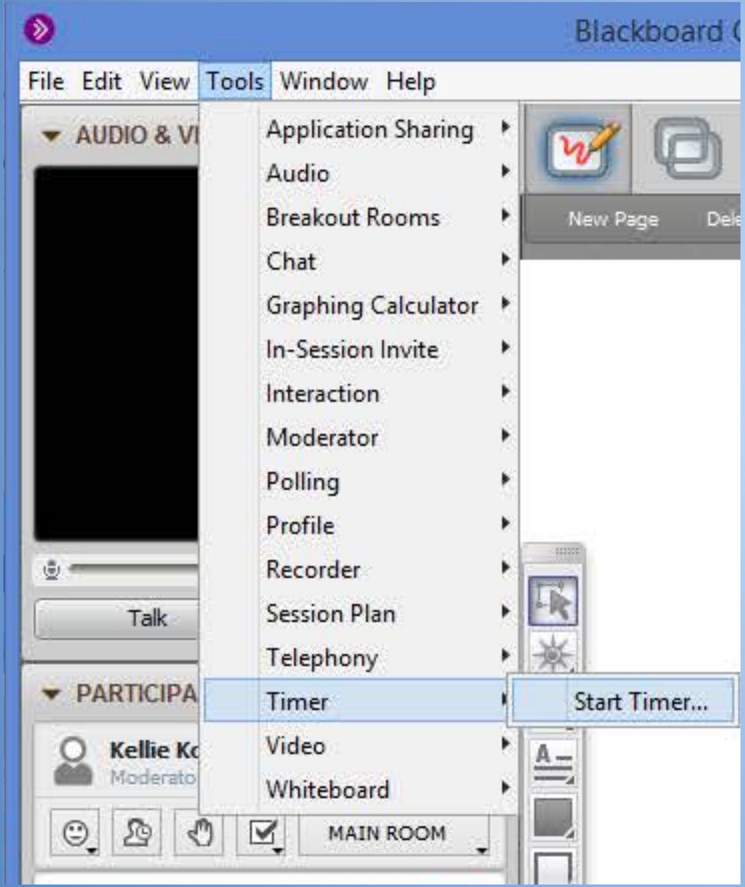

Announcement
×
Dismiss

Kellie Kong 3:32 PM

This is an announcemnt

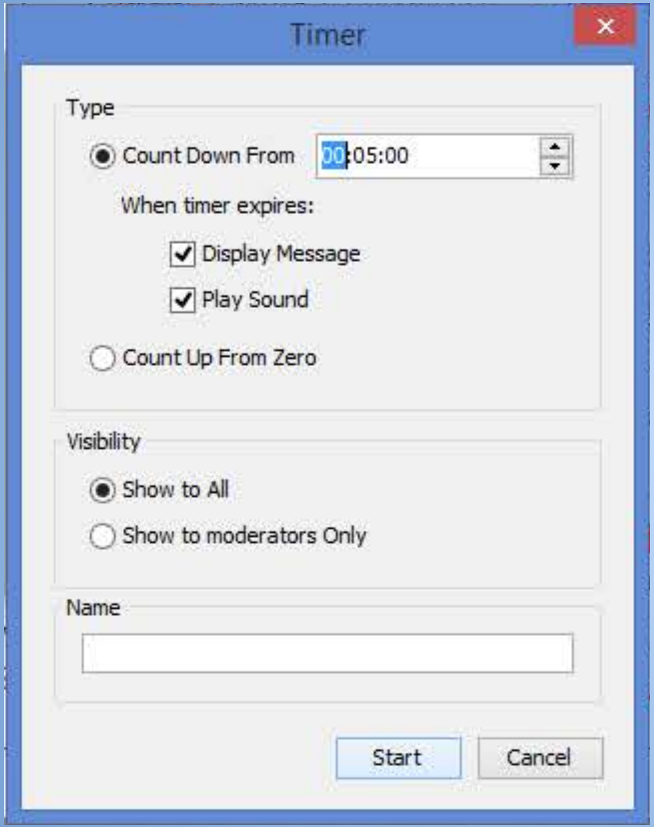
An announcement shows as in the chat as well as a popup

# Timer


Blackboard
File Edit View Tools Window Help
AUDIO & VI
Talk
PARTICIPA
Kellie Ko
Moderato
MAIN ROOM
Application Sharing
Audio
Breakout Rooms
Chat
Graphing Calculator
In-Session Invite
Interaction
Moderator
Polling
Profile
Recorder
Session Plan
Telephony
Timer
Video
Whiteboard
Start Timer...
New Page
Del

Useful classroom management tool

- Time student presentations, small group discussion
- Go to Tools - Timer - Start Timer



Timer

Type

● Count Down From 00:05:00

When timer expires:

☑ Display Message

☑ Play Sound

○ Count Up From Zero

Visibility

● Show to All

○ Show to moderators Only

Name

Select your desired options, then click Start

# Multimedia Library

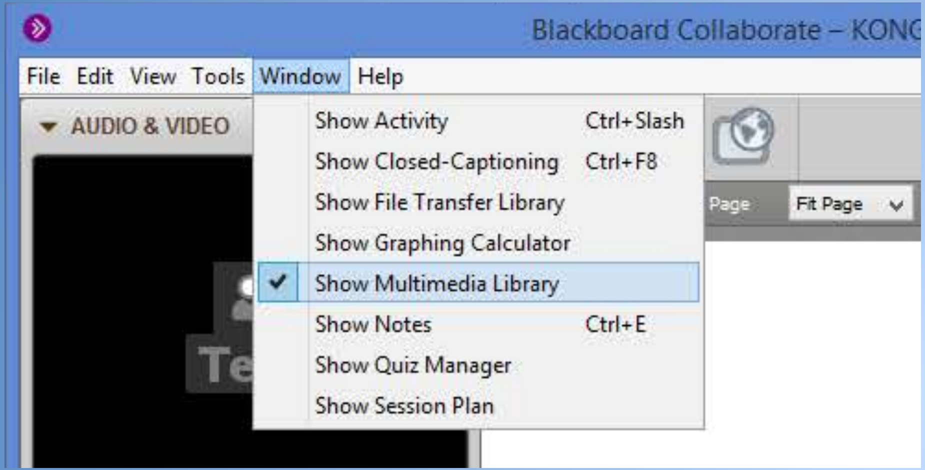
- Upload videos and audio files for participants to view in Blackboard
  - Accepted file types (.swf, .mpg, .mov, .m4v, .mp4, .mwv, .mp3)
  - Upload from a file
  - Upload from a url (url must end in a multimedia extension, ex. http://www.hawaii.edu/video.mp4)

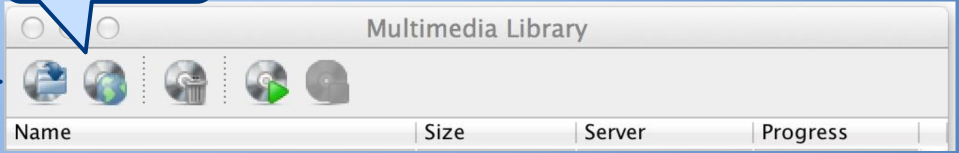
# Multimedia Library

- While it is convenient to stay centrally in one location, it is time and bandwidth intensive
    - File is loaded to BBC
    - File is loaded on to the participants’ device

# Multimedia Library

- Go to Windows - Show Multimedia Library

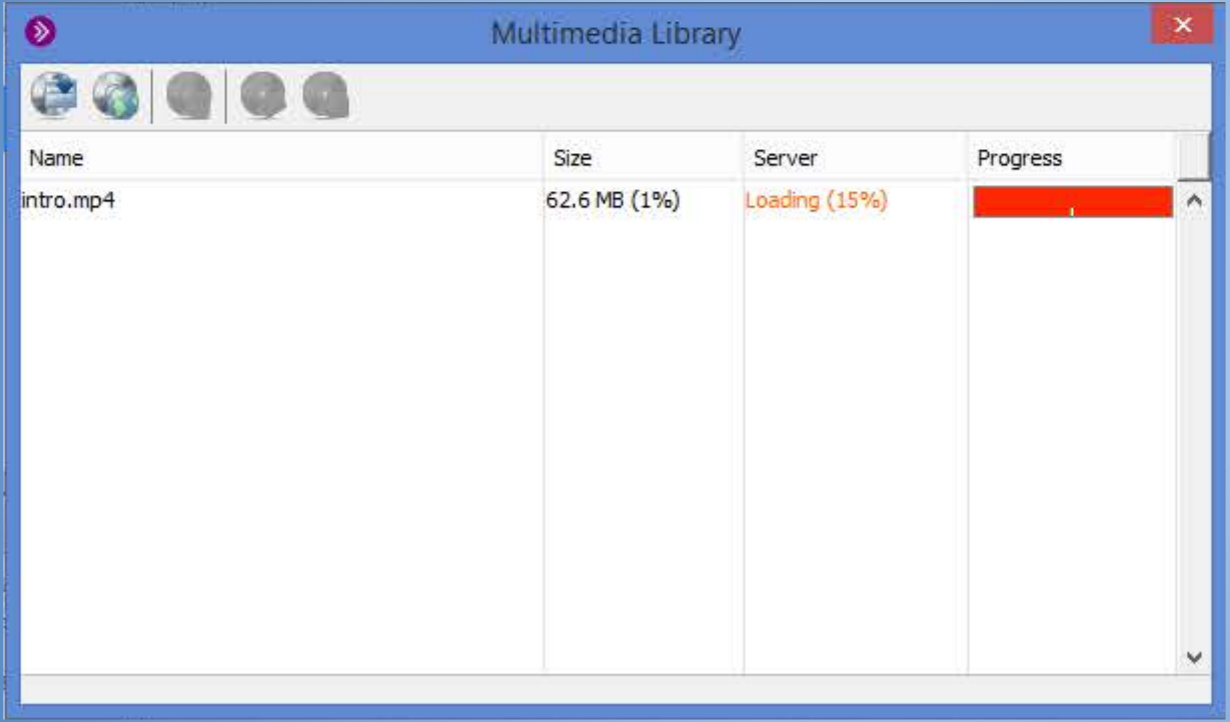

Blackboard Collaborate – KONG
File Edit View Tools Window Help
AUDIO & VIDEO
Show Activity Ctrl+Slash
Show Closed-Captioning Ctrl+F8
Show File Transfer Library
Show Graphing Calculator
✓ Show Multimedia Library
Show Notes Ctrl+E
Show Quiz Manager
Show Session Plan
Page
Fit Page


Multimedia Library
Name
Size
Server
Progress

Load from url

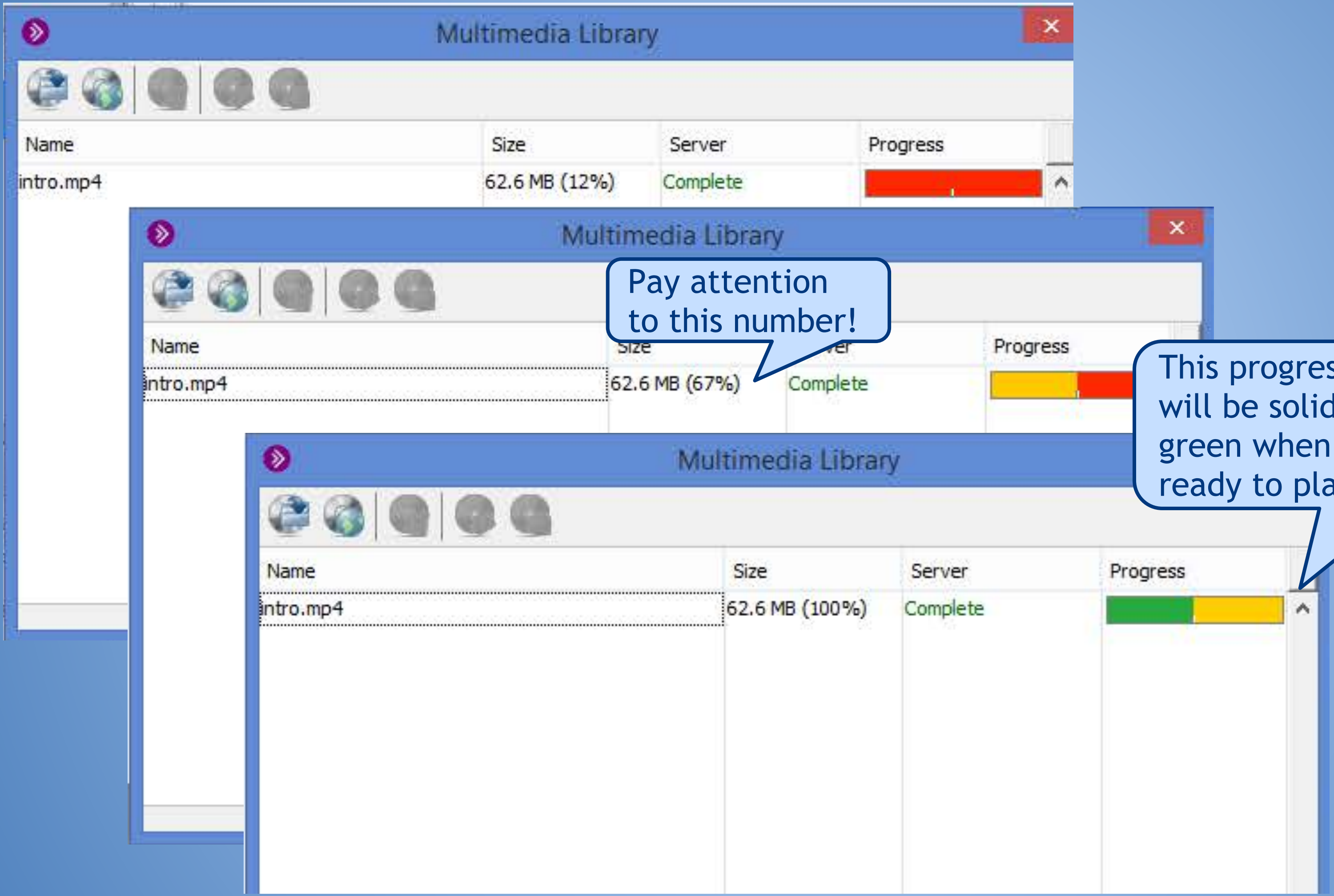
Load from computer

# Multimedia Library



| Name | Size | Server | Progress |
|---|---|---|---|
| intro.mp4 | 62.6 MB (1%) | Loading (15%) | 🟥 |

Note: This video was loaded from a url and is 15 minutes long. From beginning the upload to it being ready to playback on the participants device, it took 45 minutes.



Multimedia Library

| Name | Size | Server | Progress |
|---|---|---|---|
| intro.mp4 | 62.6 MB (12%) | Complete | 🟥 |

Multimedia Library

| Name | Size | ver | Progress |
|---|---|---|---|
| intro.mp4 | 62.6 MB (67%) | Complete | 🟨🟥 |

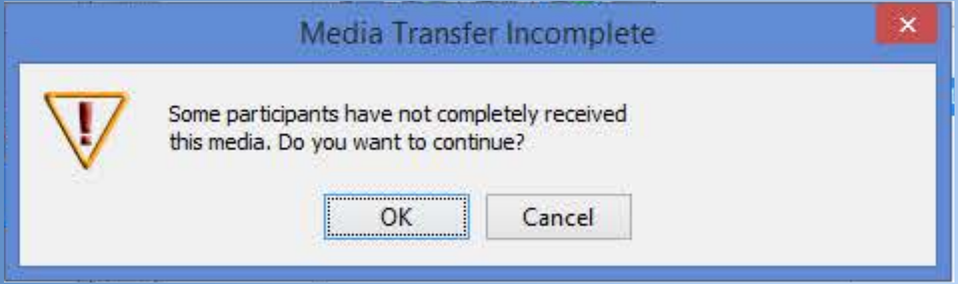
Multimedia Library

| Name | Size | Server | Progress |
|---|---|---|---|
| intro.mp4 | 62.6 MB (100%) | Complete | 🟩🟨 |

Pay attention to this number!

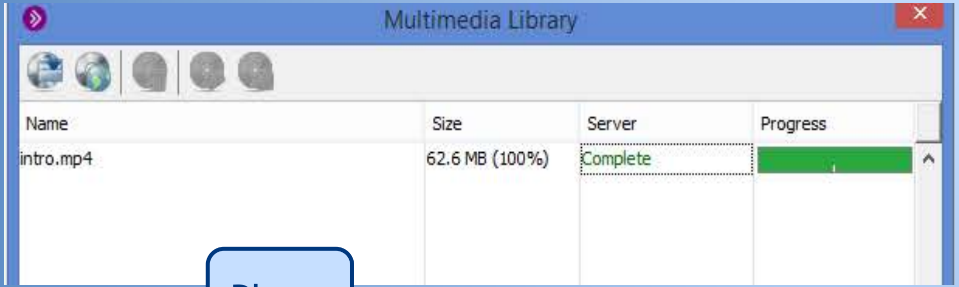
This progress bar will be solid green when it’s ready to play

# Multimedia Library



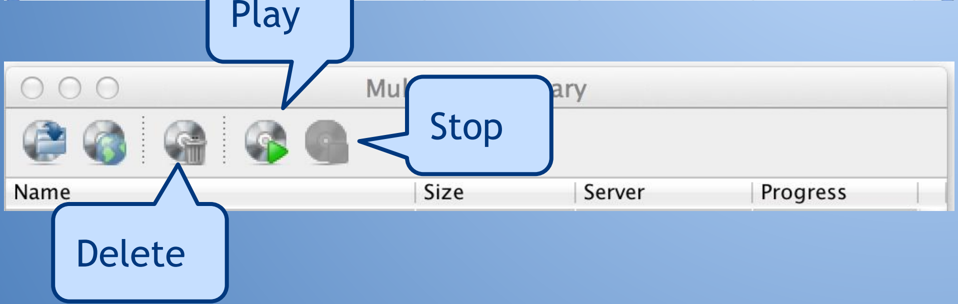
Media Transfer Incomplete

Some participants have not completely received this media. Do you want to continue?



Multimedia Library

| Name | Size | Server | Progress |
|---|---|---|---|
| intro.mp4 | 62.6 MB (100%) | Complete | 🟩 |



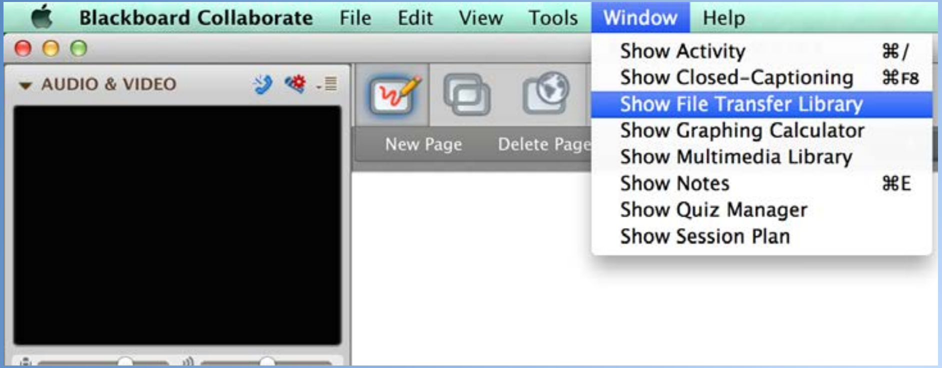
This is the error you will receive if you try to play the file before all participants of have loaded the video

Note: This is what it looks like when it's completed. You can select the multimedia then, play or stop the media file. Instructors do not have the ability to advance the multimedia across all participants' platforms, as participants maintain control over the multimedia's playback.

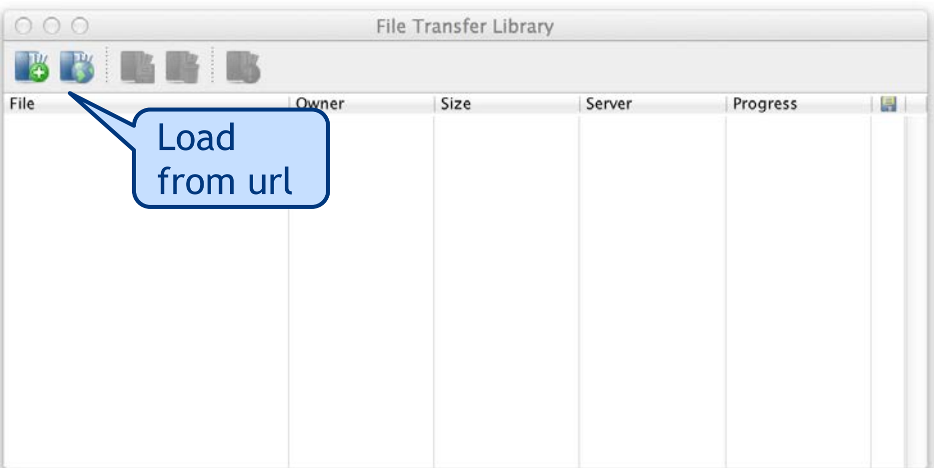
# File Transfer Library

- Useful tool to share resources during a BBC Session
- Participants can be notified

# File Transfer Library


Blackboard Collaborate
File
Edit
View
Tools
Window
Help
AUDIO & VIDEO
New Page
Delete Page
Show Activity ⌘/
Show Closed-Captioning ⌘F8
Show File Transfer Library
Show Graphing Calculator
Show Multimedia Library
Show Notes ⌘E
Show Quiz Manager
Show Session Plan

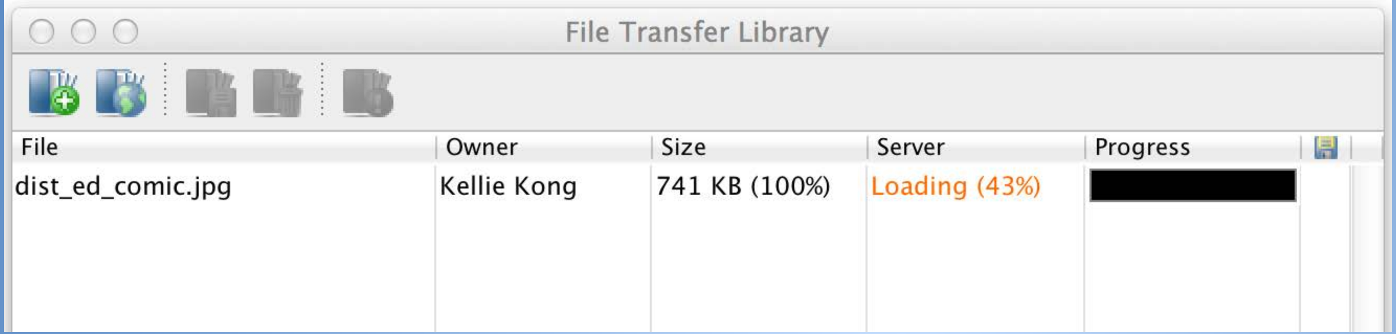
Go to Window - Show File Transfer Library


File Transfer Library
File
Owner
Size
Server
Progress

Load from computer

Load from url

# Multimedia Library



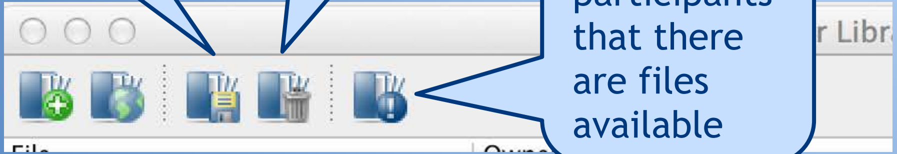
| File | Owner | Size | Server | Progress |
|---|---|---|---|---|
| dist_ed_comic.jpg | Kellie Kong | 741 KB (100%) | Loading (43%) | |

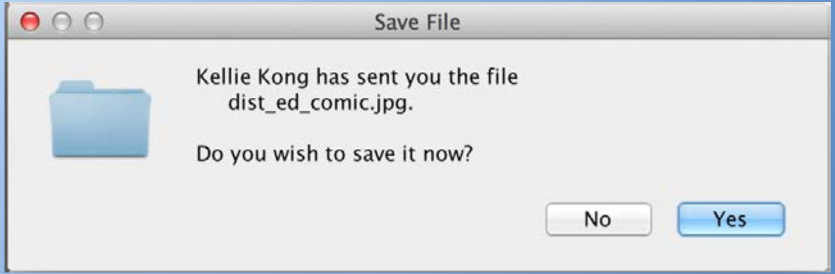
Note: Like the Multimedia Library, the file will have to load both in Blackboard, then also on the participant's device

Save the files from the library

Delete the files from the library

Alert the participants that there are files available





Kellie Kong has sent you the file
dist_ed_comic.jpg.

Do you wish to save it now?

# Saving your session

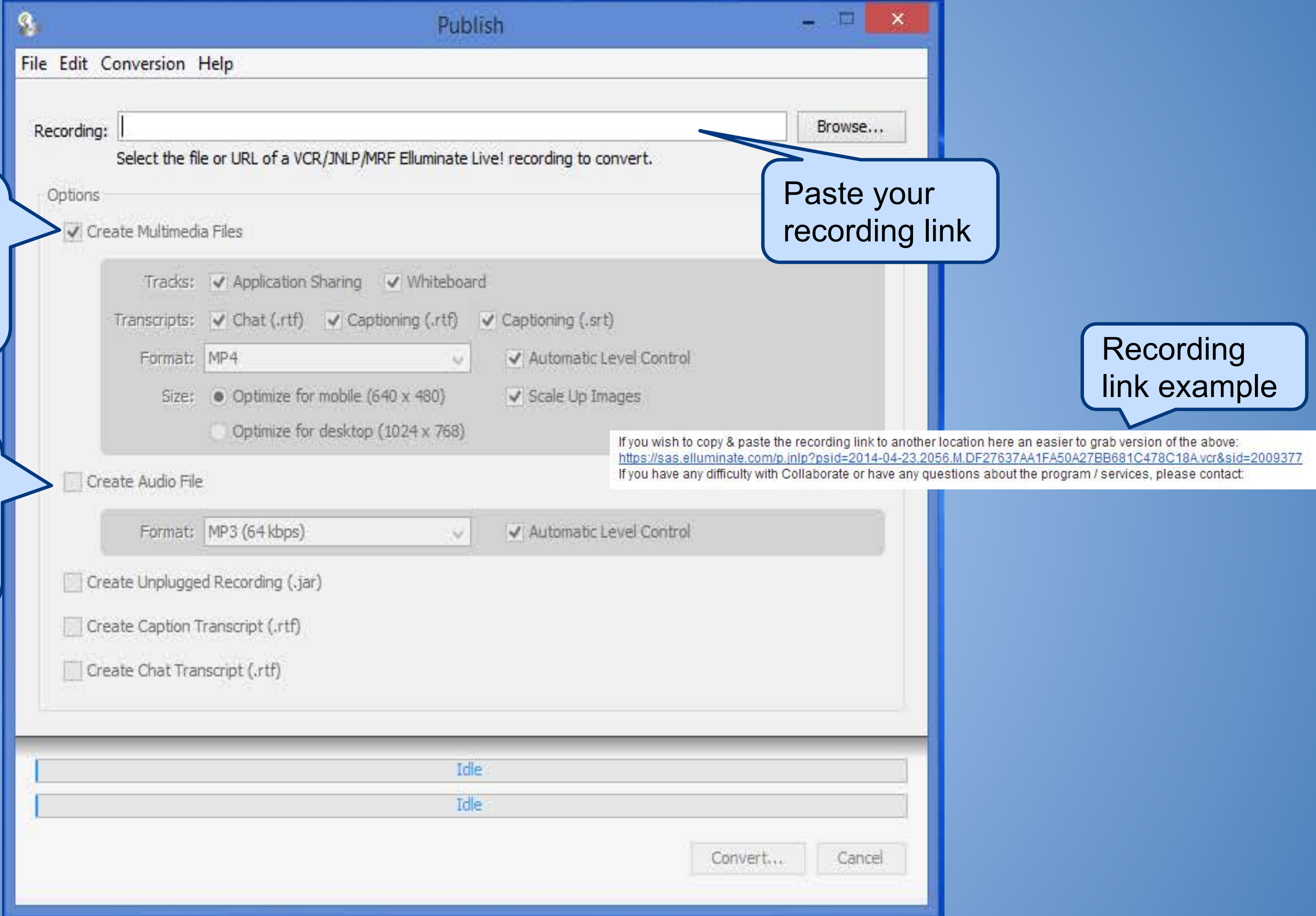
- Available for download
    - Participant List (saves as a .txt)
    - Whiteboard (saves as a .pdf or .png)
    - Chat (saves as a .txt)
    - Quiz (.vcq)
- Saved files can be loaded in later sessions

# BBC Publish

- Publish your recorded session as an audio or video file
- Available on PC and Mac
- BBC Publish Download
    - Note: Program may be installed as “Elluminate Publish!”

Check here if you want a video file, mp4 is a common file type

Check here if you want an audio file, mp3 is a common file type



Recording:

Select the file or URL of a VCR/JNLP/MRF Elluminate Live! recording to convert.

☑ Create Multimedia Files

Tracks: ☑ Application Sharing ☑ Whiteboard

Transcripts: ☑ Chat (.rtf) ☑ Captioning (.rtf) ☑ Captioning (.srt)

Format: MP4 ☑ Automatic Level Control

Size: ● Optimize for mobile (640 x 480) ☑ Scale Up Images

○ Optimize for desktop (1024 x 768)

☐ Create Audio File

Format: MP3 (64 kbps) ☑ Automatic Level Control

☐ Create Unplugged Recording (.jar)

☐ Create Caption Transcript (.rtf)

☐ Create Chat Transcript (.rtf)

Idle

Idle

Paste your recording link

Recording link example

If you wish to copy & paste the recording link to another location here an easier to grab version of the above:
https://sas.elluminate.com/p.jnlp?psid=2014-04-23.2056.M.DF27637AA1FA50A27BB681C478C18A.vcr&sid=2009377
If you have any difficulty with Collaborate or have any questions about the program / services, please contact:

# BBC Mobile

- Available to iOS and Android devices
- Convenient for students on the go

# Supported Mobile Features

- Text Chat and Audio
- Emoticons
- Shared Content
- Polls
- Hand Raising
- Participant List
- Breakout Room - limited

# Unsupported Mobile Features

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

# Mobile Tips

- Send out videos and websites for participants to review prior to the BBC Session
- Participants will be removed for a BBC Session if viewing a website after 5 minutes

# Troubleshooting

- Updating Java
    - Check if you have latest version installed
- Clearing your Java cache
    - Step by step instructions from the CTAHR Distance Education Office

Image source: http://cloudbackupsource.wpengine.netdna-cdn.com/wp-content/uploads/2013/10/troubleshooting-man-200.jpg

# What is Java?

- Java is a software that is used for a variety of things such as online games, instant messaging, online banking, and Blackboard Collaborate
- Java is NOT the same as Javascript, which is a coding language used to build websites

Image source: http://2.bp.blogspot.com/-srIQT1WIYt8/UzbrQ5rFMbI/AAAAAAAAMvQ/UoWRZzggxz0/s1600/java.png

# Java Updates

- Java updates frequently to keep your system secure
- Java updates are typically automatic
- Checking to see if Java is up to date, is the first step in troubleshooting
    - http://www.java.com/en/download/installed.jsp

Image source: http://2.bp.blogspot.com/-srIQT1WIYt8/UzbrQ5rFMbI/AAAAAAAAMvQ/UoWRZzggxz0/s1600/java.png

# Clearing your Java Cache

- Clearing the cache will force your web browser to reload the current version of a web page
- Light BBC users should clear their cache once per month
- Heavy BBC users should clear their cache once a week

# Clearing your Java Cache - continued

- Step by step instructions - PC
- Step by step instructions - Mac
- Instructions from Java

# Wireless Mic & BBC

- Option 1 - Wireless USB Microphone
- Option 2 - USB microphone with long cable
- Option 3 - Bluetooth Speakerphone
- Option 4 - Bluetooth Headset (cellphone)

# Video Options & BBC

- Webcam
    - Built in on laptops
    - USB
    - Microsoft Surface 2 Pro
- Student volunteer or TA

Image source: http://cdn2.sbnation.com/assets/3424691/IMG_4234-1024.jpg

# BBC’s White Board

- Load presentations directly from PowerPoint
  - Presentations become flat - all transitions and animations are removed
- Create multiple pages
  - Preload poll questions on different pages for easy access
- Load images (.png, .jpg, .bmp, .gif)

# BBC Best Practices

- Limit the amount of web cameras used
  - High amounts of data  - slower speeds
- Screen sharing and web tours also use lots of bandwidth
  - Give user the url, and ask them to follow you on their own while you narrate

# Additional Questions?

CTAHR Distance Education

- Kellie Kong, kongk@ctahr.hawaii.edu