



Blackboard Collaborate

Faculty - Quick Start Guide

Blackboard Collaborate is a web conferencing/webinar platform designed for distance learning. You can create virtual classroom and online meeting spaces to share presentation material and communicate with your students via synchronous audio, video and chat tools.

The Office of Information Technology



helpdesk@ajman.ac.ae



06-7056500, or Ext.: 6500

2019-2020

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1. Using this Guide

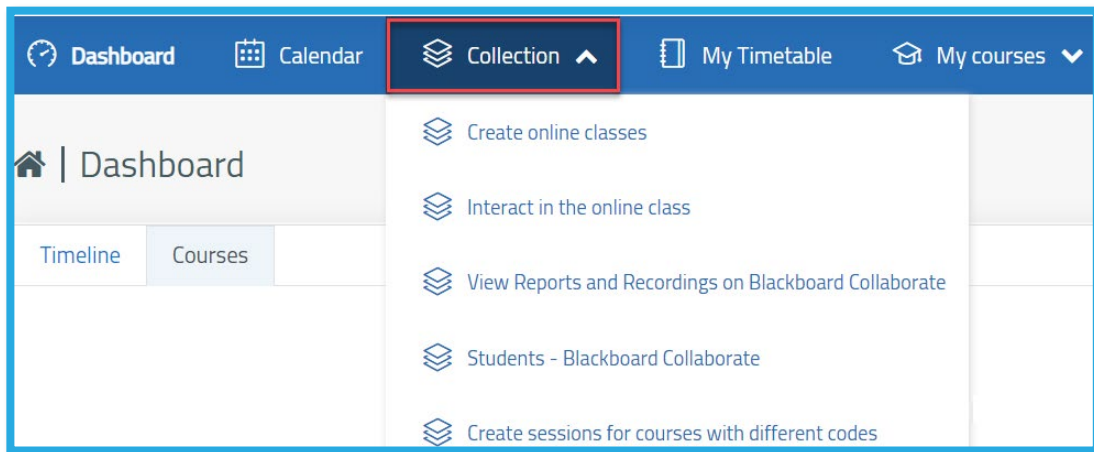
1.1 Who should read this guide?

This guide is written for Ajman University's faculty members who will be using the Blackboard Collaborate for the Distance Learning.

1.2 Getting Help

1.2.1 Video Tutorials

You can access the video tutorials through Moodle → Collection, as illustrated below:



1.2.2 Support from the College

If you require help or support please contact the assigned Power User in your college. If you are unaware of the Power User, please call the college secretary.

1.2.3 Technical Support

You can get technical support by contacting the Helpdesk on helpdesk@ajman.ac.ae or by calling ext. 6500.

2. Getting Started

2.1 Roles in Blackboard Collaborate

Blackboard Collaborate has three different roles:

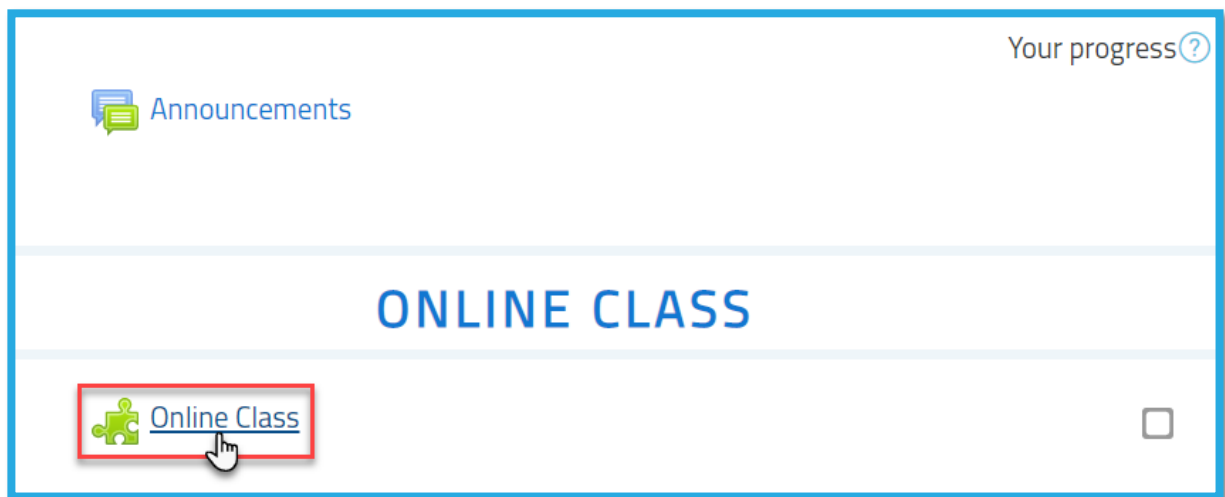
- 1- Moderator: which is the creator of the online class, the course instructor. Moderators have full control over all content being shared. They can make any attendee a presenter or a moderator. Moderators see hand raise notifications and can lower hands. Moderators can set the session settings, including deciding what participants can and can't do. Moderators can even create interactive in-class activities, record class, view attendance report, etc. The moderator can be assigned even to the professor assistant, if needed.
- 2- Presenter: This role is designed to allow students to present without giving them full moderator privileges. Presenters can upload, share, edit, and stop sharing content. They can also see hand raise notifications and can lower hands.
- 3- Participant: All students will join sessions as participants. The moderators decide if participants share audio and video, chat, and draw on the whiteboard or shared files.

2.2 Accessing Blackboard Collaborate

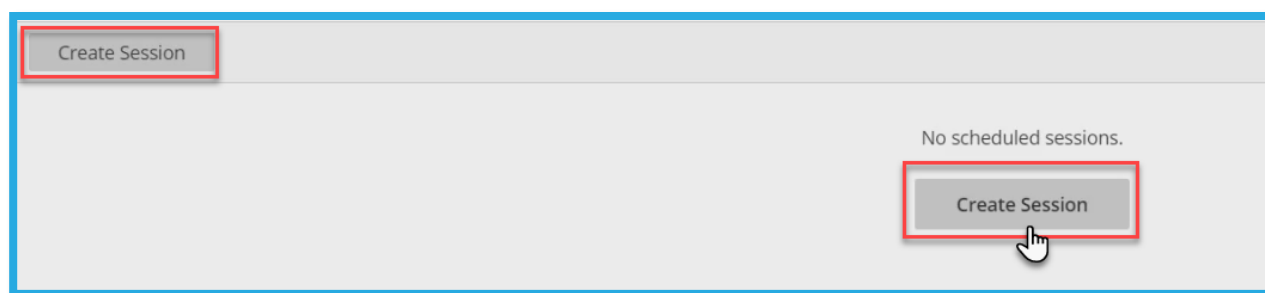
Blackboard Collaborate is accessible through Moodle, therefore, Login to [Moodle](#) and select a course which you would like to create online classes for.

2.3 Creating Online Classes

- 1- Once you enter the course which you would be creating online classes for, click on the **Online Class** button, which is located under the **Online Class** section, as illustrated below:



2- Click on **Create Session**, as illustrated below:



3- Enter your online class details as the following:

- Session Name: Should be as: “Instructor’s name - timings”.
Example: “Dr. Khaled Ahmed Sunday - Tuesday, 10:00 am - 11:00 am”.

Event Details section:

- Start and end date and time: This is dedicated for the first session only. Noting that the start and end date should be the same.
- Repeat Session: Make sure to tick this box and then:
 - Choose the days of your online class.
 - Choose the **End on Date** to specify the last date of the online class reoccurrences.

Session Settings section:

- Disable the sharing video and drawing on whiteboard for the participants.
- In the Private Chat section:
 - Enable the first option if you want to prevent the students from chatting with each other privately.
 - Enable the section option if you want to supervise all private chats.

A screenshot of a 'New Session' form. At the top is a text input field for the session name. Below it is the 'Event Details' section, which includes 'Start' and 'End' date and time pickers (both set to 3/5/20). There are checkboxes for 'No end (open session)' and 'Repeat session'. Below these is an 'Early Entry' dropdown menu set to '15 min before start time'. A link 'Provide a description' is present. At the bottom is the 'Session Settings' section, which is currently collapsed. At the very bottom are 'Cancel' and 'Save' buttons. A warning icon and message 'Please type a session name before saving.' are located above the buttons.

Please keep your online classes schedule the same as your timetable (the schedule of on-campus classes).

2.4 Creating Online Classes for Courses with Different Course Code

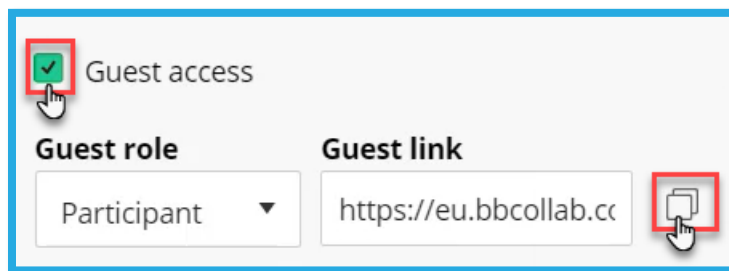
Please proceed with this section only if you are teaching a course with one of the below scenarios. Otherwise, please move to [section 3](#).

Some courses appear multiple times in Moodle, are registered with multiple course codes, and are being taught by the same instructor at the same time. Such cases could be because of one of the following scenarios:

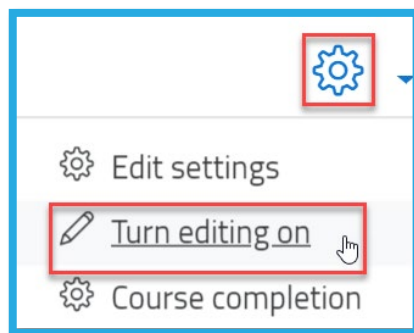
- a. The course is available for students in different majors.
- b. The course is part of different study plans for the same major (old and new study plans).

If the course you are teaching falls under one of the above scenarios, please follow the below instructions:

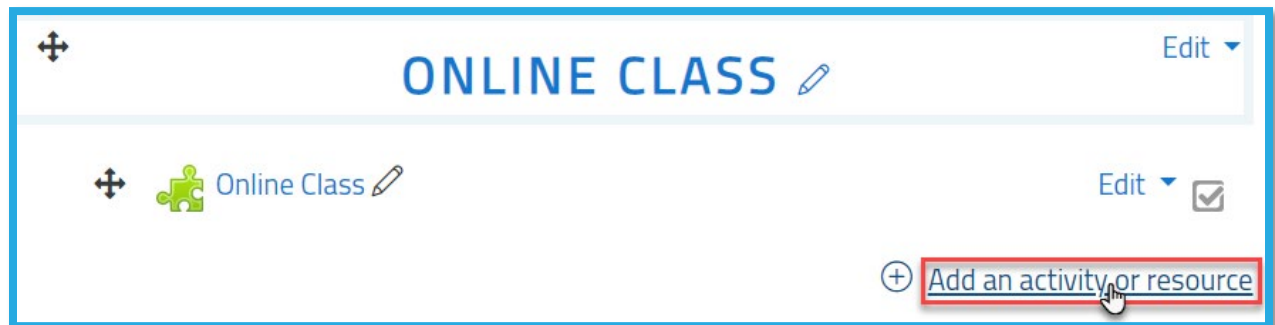
- 1- Create an online class in one of the courses, as described in [section 2.2](#).
- 2- While creating the online class, make sure that the **Guest Access** is enabled and copy the link available, as illustrated below:



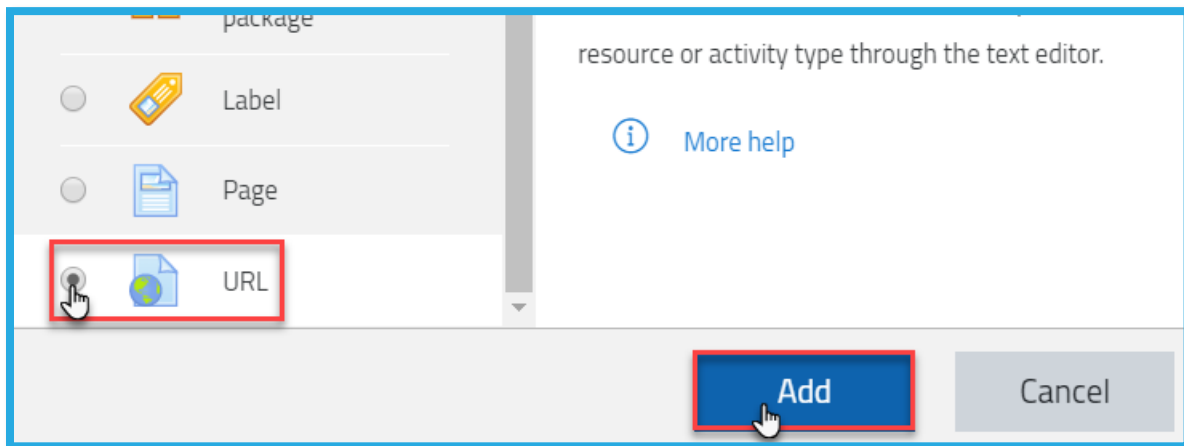
- 3- Go to the other course, turn editing on by clicking on the **gear icon** and then the **Turn editing on** option, as illustrated below:



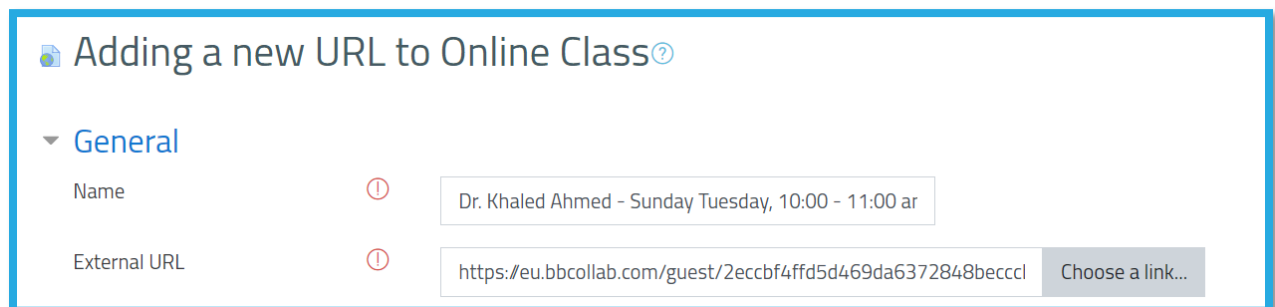
- 4- Click on **Add an activity or resource** under the **Online Class** section, as illustrated below:



- 5- Choose the **URL** option and click on the **Add** button, as illustrated below:



- 6- Enter the name of the URL, which should match the name of the online class, and paste the Blackboard Collaborate link, which was copied from the **Guest Access** in the online session, as illustrated below:



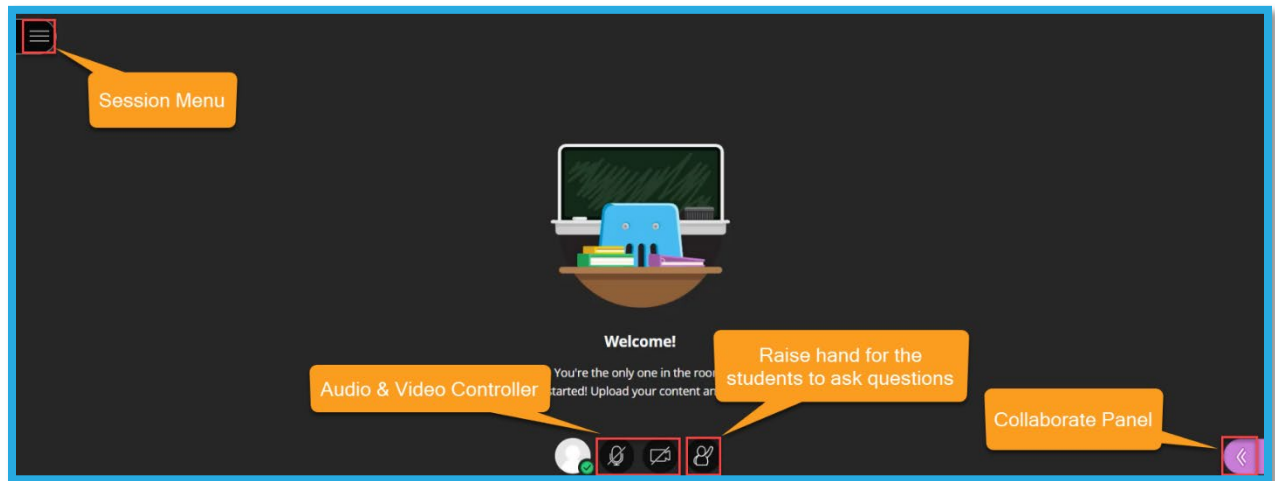
- 7- Click **Save and return to course**.

3. Before you start the class

3.1 Guidelines

- 1- Join the online class on-campus, in case you need any technical support.
- 2- Join the online class 15 minutes in advance to test the internet connection, audio and video quality.
- 3- Use a headset for better audio quality.
- 4- Once you join the online class:
 - a. Upload the material and have them ready for sharing whenever needed.
 - b. Mute all participants to reduce the noise, and let them know that they are muted.
 - c. Start recording the class.
- 5- Start the online class on time by writing a welcome message to students, asking them if they can hear you.

3.2 Be familiar with the interface



3.2.1 The Session Menu

From this menu, you can start and end the session recording and you can leave the session.

3.2.2 The Collaborate Panel

In this panel, you will be able to chat with everyone, using private and public chat. Plus, you can view the attendees, share content and manage session settings.

3.2.3 The Audio & Video Controller

Turn on the audio at the beginning of the class, and turn on the video only when needed.

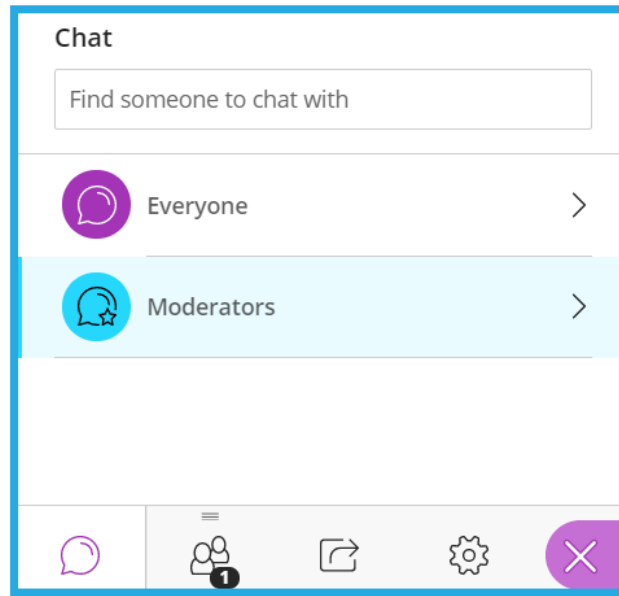
3.2.4 The Raise Hand Option

This option is for the participants and presenters to raise their hand when they have a question. As a moderator, you will receive a notification when a hand gets raised.

4. During the class

4.1 Chat with the attendees

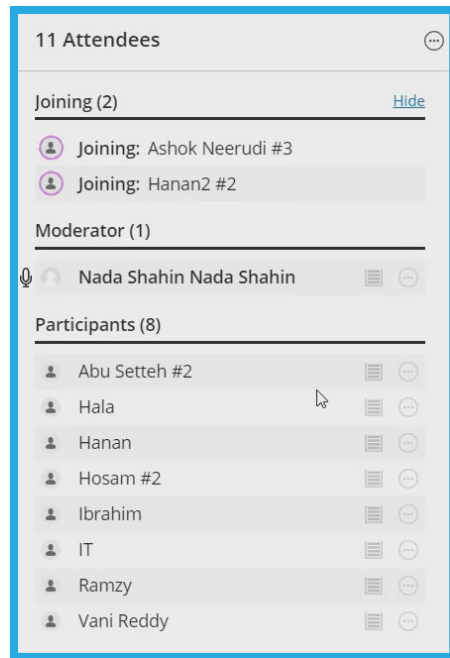
You can chat with everyone, using the **Everyone** button in the **Chat** section of the **Collaborate Panel**. And you can chat with the moderators alone, using the **Moderators** button in the same location.



Tip: use the **Everyone** chat to send the welcome message or any announcement, or to share links.

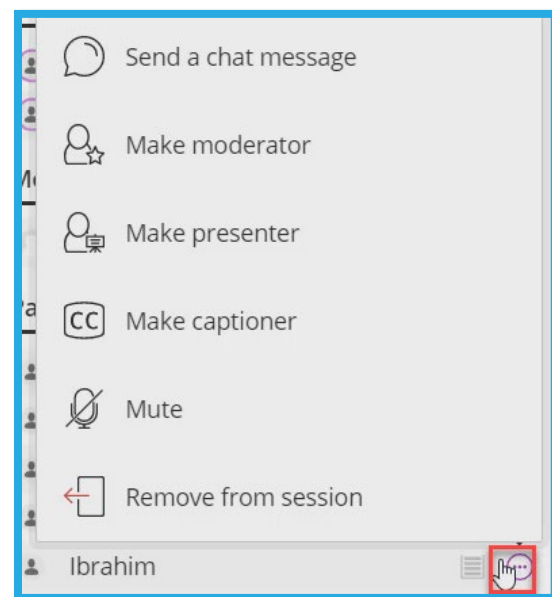
4.2 Manage your attendees

Through the **Attendees** option in the **Collaborate Panel**, you will be able to view the students' names once they start joining the class, as illustrated below:



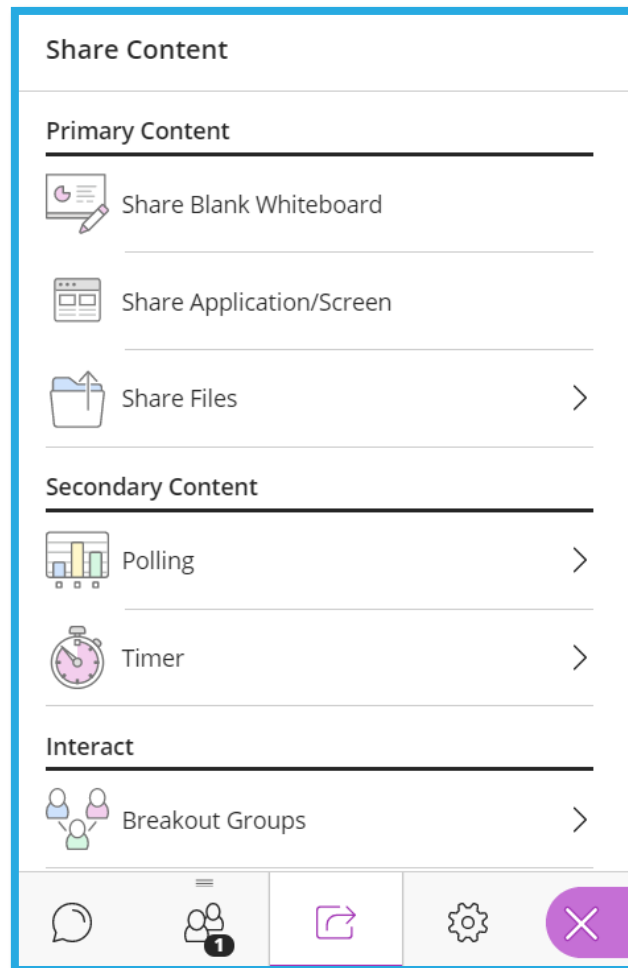
Click on the **Attendee Control** button to manage a specific attendee, as illustrated below, noting that you can perform the following:

- Send an attendee a private message.
- Make an attendee a moderator if the attendee is the lecturer's assistant. Know more about the Moderator's role from [section 2.1](#).
- Make an attendee a presenter if they should be sharing their screen or other content. Know more about the Presenter's role from [section 2.1](#).
- Make an attendee a captioner, where the attendee would type in everything being said during the class and it will be visible for everyone.
- Mute or unmute an attendee's audio.
- Remove an attendee from the class.



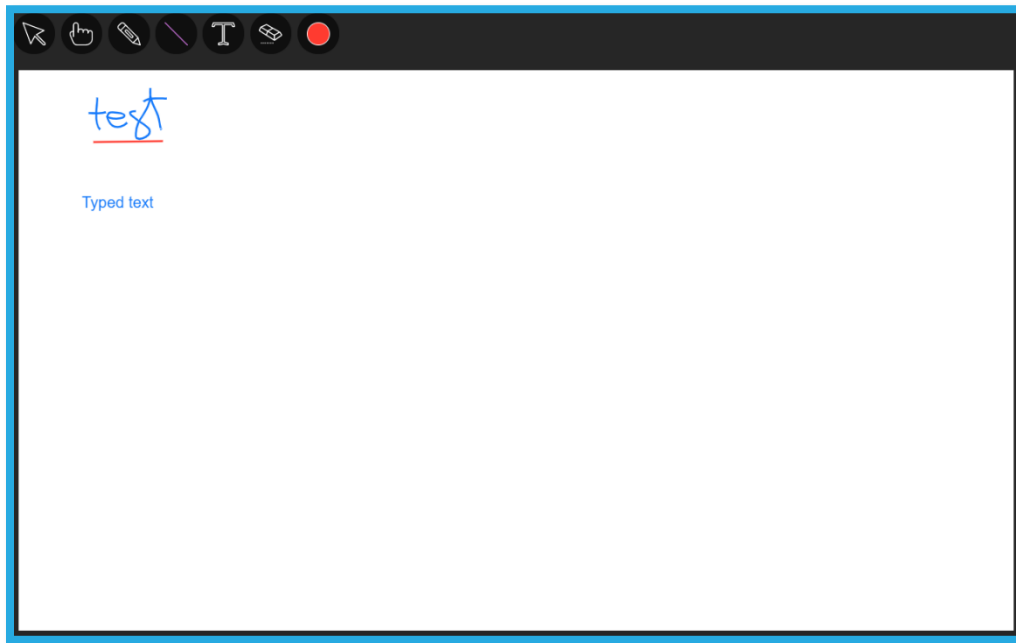
4.3 Share Content

You can share content during the online class through multiple options:



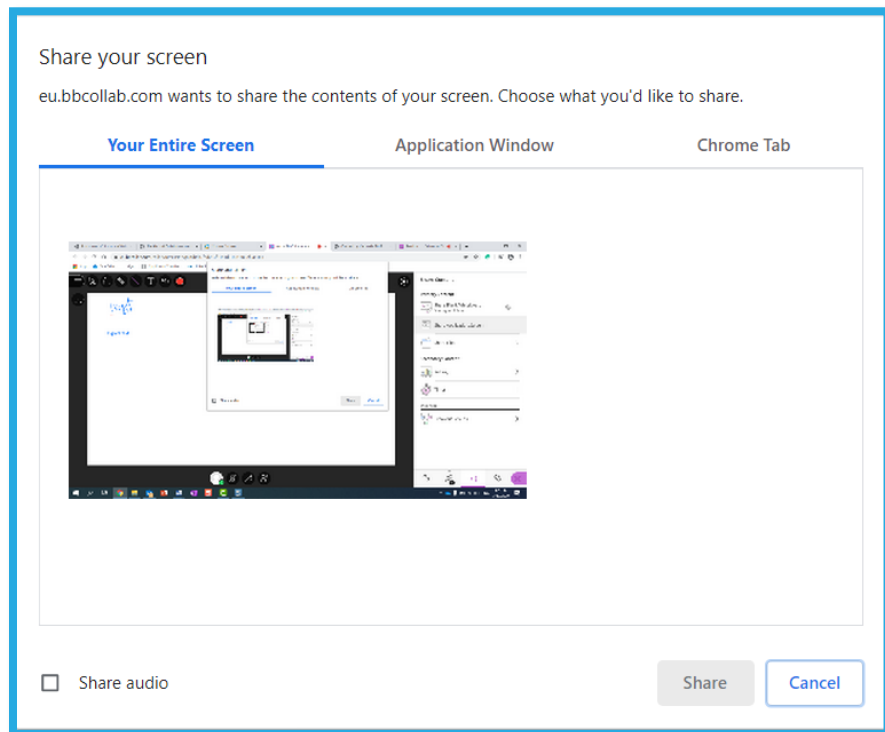
4.3.1 Share Blank Whiteboard

This option allows you to share a whiteboard and write on it using a pen, text, shapes, etc. This will be visible for the students at the same time.



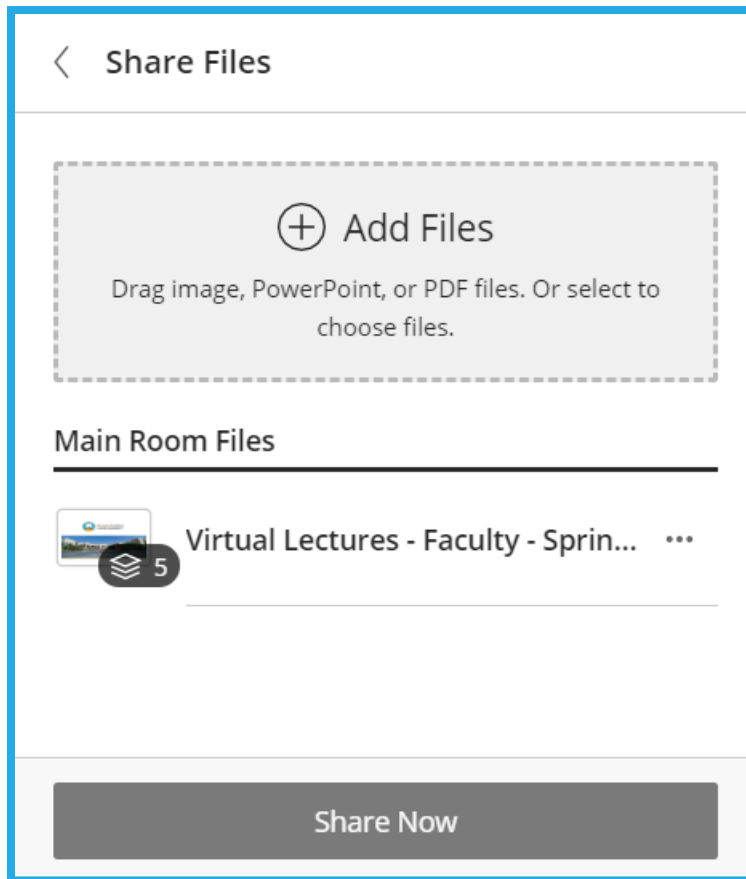
4.3.2 Share Application/Screen

You can share your entire screen, a specific application (example: word document), or a browser tab. Noting that the application and the tab should be open before you start sharing them.



4.3.3 Share Files

You can upload an image, PowerPoint or PDF files; and you can navigate and annotate them while the files are visible for the attendees.



Tip: If the file you would like to share has a big size, it's better to use the Share Application/Screen option.

4.3.4 Polling

You can use the polling to create an interactive multiple choice and true/false questions. Noting that these polls are for in-class activities and are not considered as quiz and cannot be reported on.

The left screenshot shows the 'Polling' interface. It has a title bar with a back arrow and the word 'Polling'. Below the title bar is a text input field with the placeholder 'Ask a question' and a green circular icon with a white 'G' to its right. Below the input field are two numbered answer choice fields: '1 First answer choice' and '2 Second answer choice', each with a trash icon to its right. Below these fields is a blue link that says 'Add choice'. At the bottom of the screen are two buttons: 'Cancel' and 'Start'.

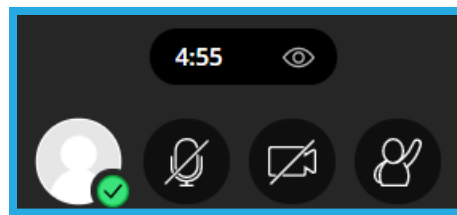
The right screenshot shows the results of a poll. The title is 'What is the capital of the UAE?' with a close button (X) in the top right corner. Below the title is a table of results:

Option	Count
No Response	1
1 Dubai	0
2 Abu Dhabi	0
3 Ajman	0

At the bottom of the results screen is a button with an eye icon and the text 'Lock Poll'.

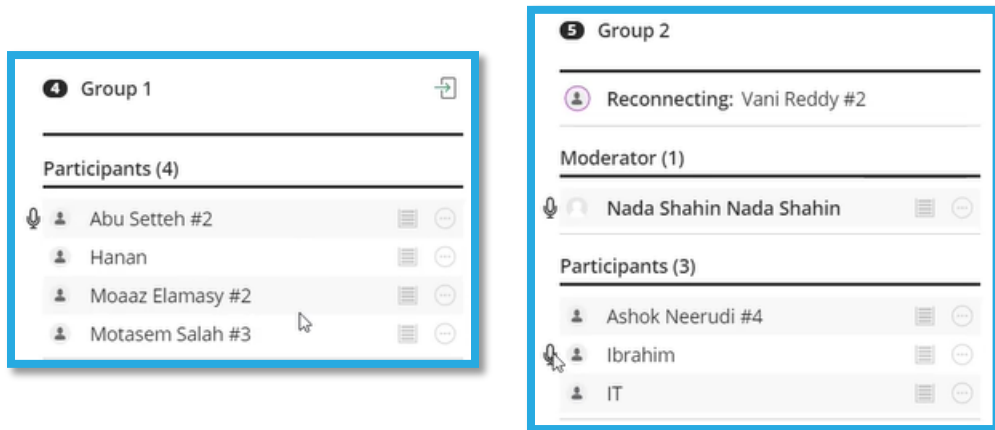
4.3.5 Timer

You can use the timer to give a break for the attendees, or to set a specific time for them to complete an activity.



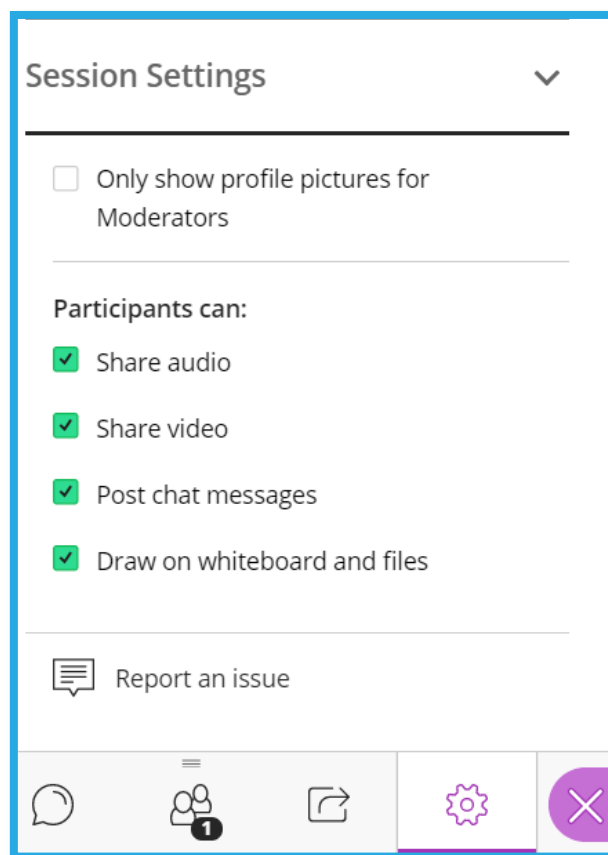
4.3.6 Breakout Groups

You can divide the attendees into multiple groups, allowing them to have their own virtual room where they can chat and share content and audio which are accessible only for the group members. As a moderator, you can allow the attendees to choose the group they want to be in and you can jump in between the groups.



4.4 Control the Session Settings

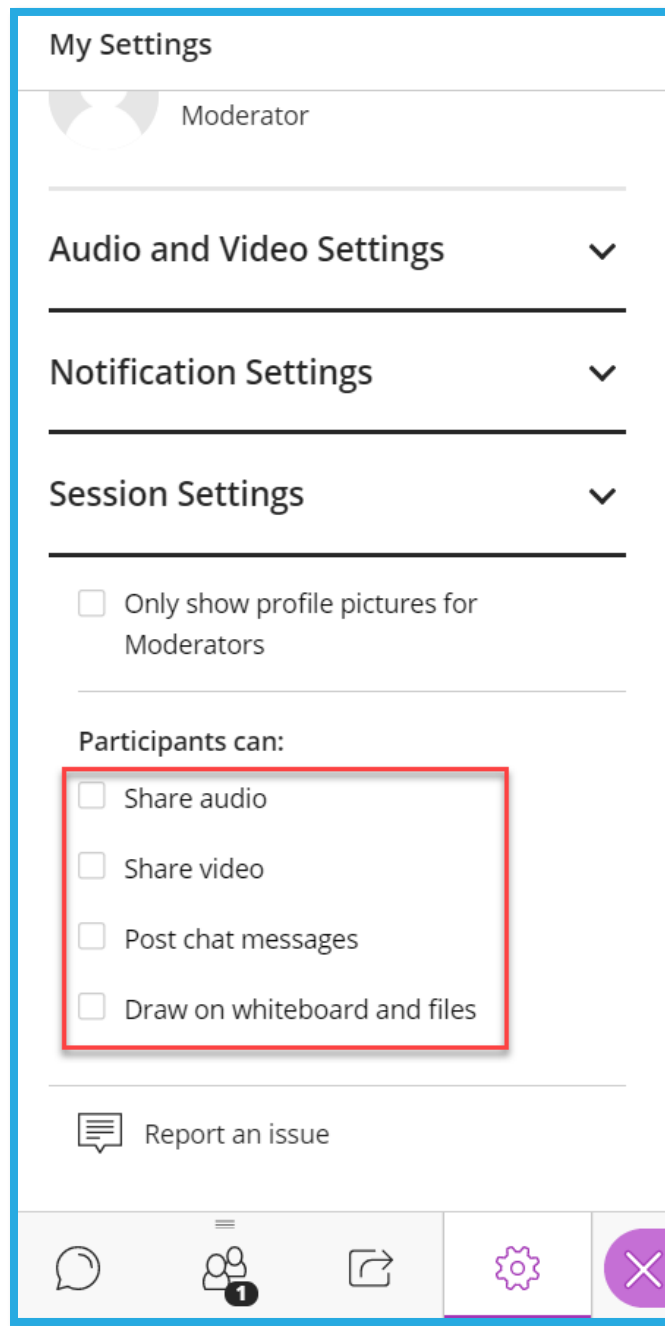
You can control the session settings such as the notifications and the participants access to audio, video, messages and whiteboard.



4.5 Leave the Class

Once the class is over, do not forget to stop recording, if you started it at the beginning of the session.

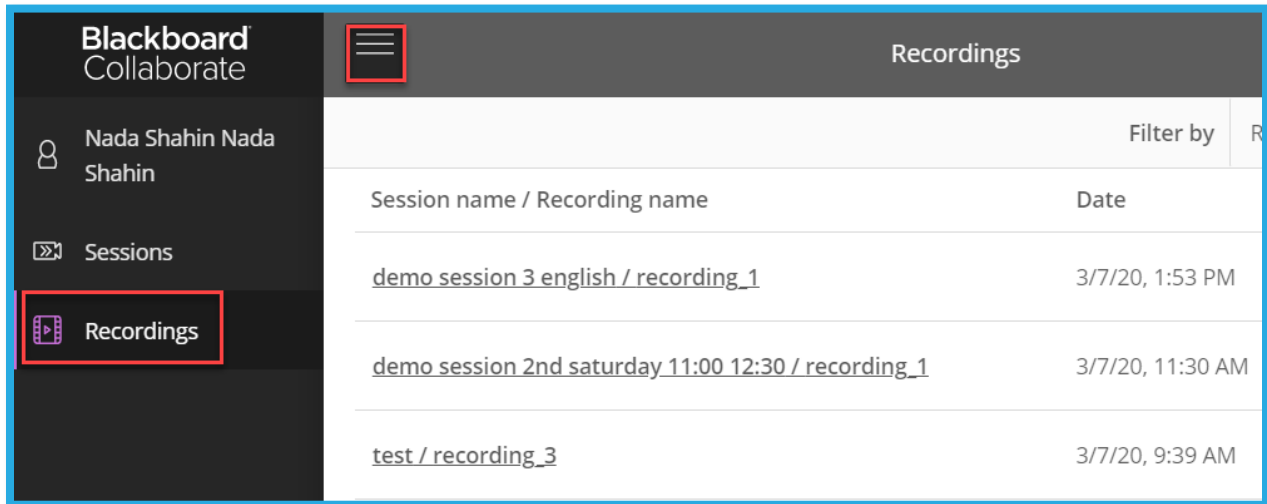
Plus, if you are leaving the class while there are still attendees in the class, click on the **Settings** in the **Collaborate Panel** and disable all options for the participants, as illustrated below, and then leave the class by clicking on **Leave Session** in the **Session Menu**.



5. After the Class

5.1 View the session recording

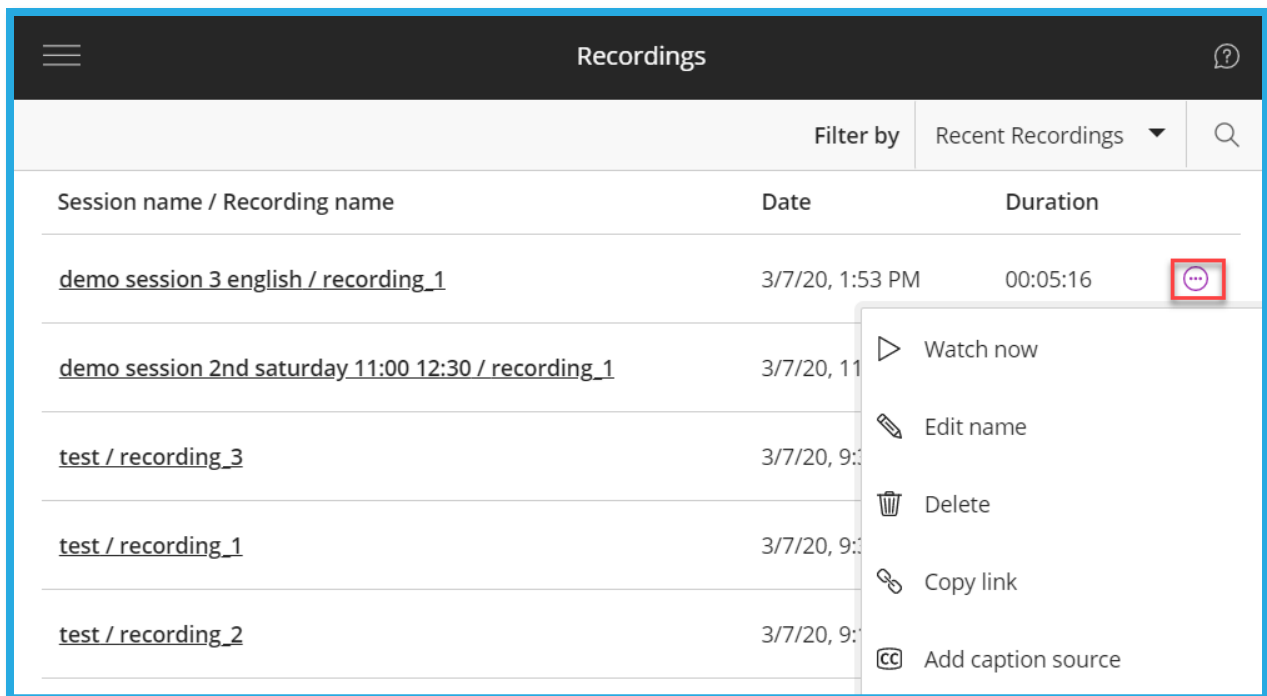
If you recorded the session, you and the attendees can access the recording, through the Blackboard Collaborate menu, as illustrated below:



The screenshot shows the Blackboard Collaborate interface. On the left, the 'Recordings' menu item is highlighted with a red box. The main area displays a table of recordings. A red box highlights the hamburger menu icon in the top left corner of the main area.

Session name / Recording name	Date
demo session 3 english / recording_1	3/7/20, 1:53 PM
demo session 2nd saturday 11:00 12:30 / recording_1	3/7/20, 11:30 AM
test / recording_3	3/7/20, 9:39 AM

You can watch the recording, edit its name, delete it and copy its link, as illustrated below:

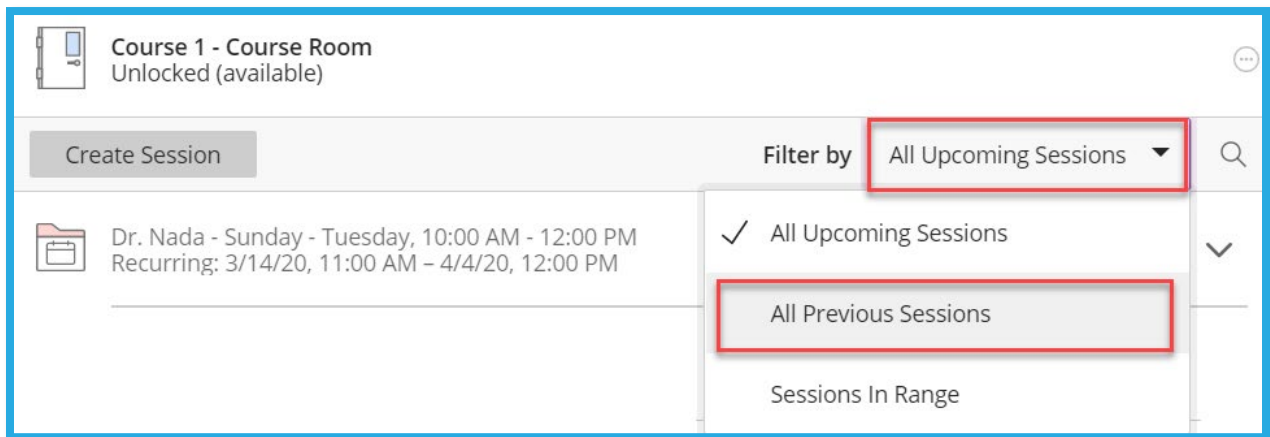


The screenshot shows the 'Recordings' page in Blackboard Collaborate. A context menu is open for the first recording, 'demo session 3 english / recording_1'. The menu options are: Watch now, Edit name, Delete, Copy link, and Add caption source. A red box highlights the three-dot menu icon for the first recording.

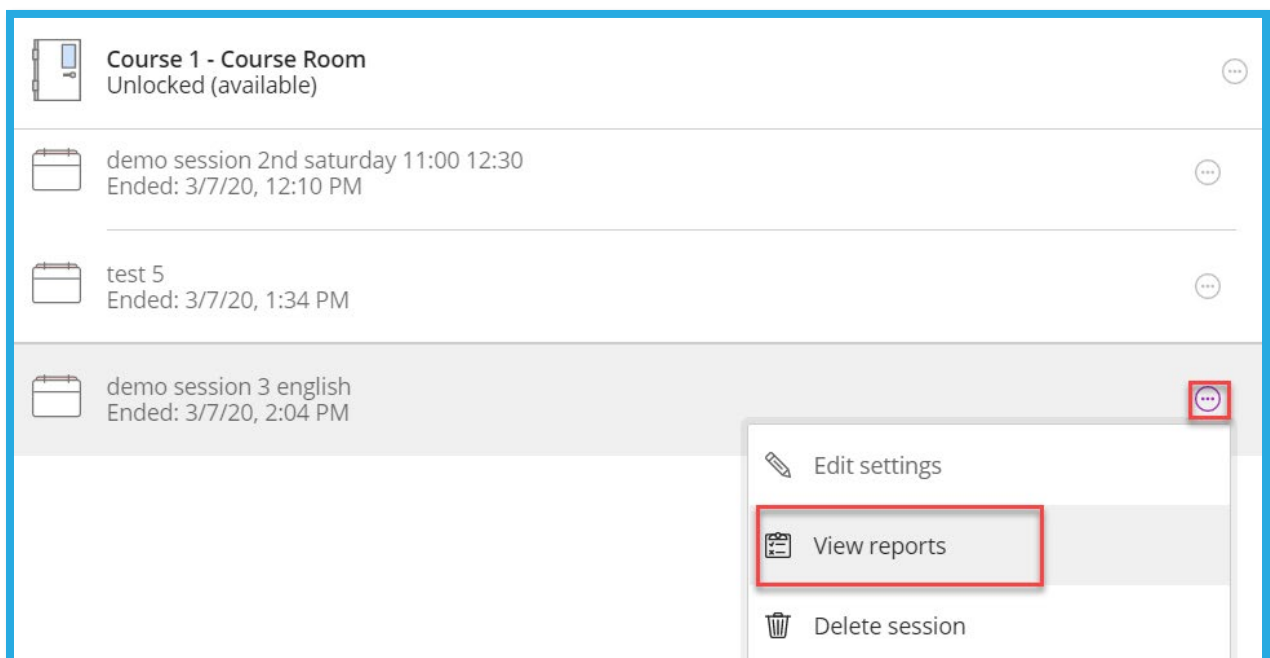
Session name / Recording name	Date	Duration
demo session 3 english / recording_1	3/7/20, 1:53 PM	00:05:16
demo session 2nd saturday 11:00 12:30 / recording_1	3/7/20, 11:30 AM	
test / recording_3	3/7/20, 9:39 AM	
test / recording_1	3/7/20, 9:39 AM	
test / recording_2	3/7/20, 9:39 AM	

5.2 View the attendance report

After the session, you can pull an attendance report through the Blackboard Collaborate main page, by filtering to **All Previous Sessions**, as illustrated below:



Select the session and click on **View Reports**, as illustrated below:



Again, click on **View Report** as illustrated below:

Reports: demo session 3 english				
				Filter by All Reports
Start time	End time	Attendees	Duration	Attendance
3/7/20, 1:26 PM	3/7/20, 2:46 PM	8	01:20:03	View report

The report will show you the session duration and the list of attendees with their names, login and logout time and the total time spend in the session. You can extract the report to excel, as illustrated below:

< demo session 3 english Report

Session details

Saturday, March 7, 2020
1:26 PM — 2:46 PM

Attendees
8

Average time in session
00:53:31

Tools

- Export Report
 - Printable
 - Export to CSV

Support

Session ID

id:bd7a314fcfd04dd19270a3f61ff4e

Name	Role	Attendee Type	First join	Last leave	Total time	Joins
Moaaz El Amasy	Moderator	Integration	1:26 PM	2:03 PM	00:36:52	1
Riadh Al-Dabbagh	Participant	Integration	1:26 PM	2:15 PM	00:49:26	1
Karima Bel Baraka	Participant	Integration	1:28 PM	2:30 PM	01:02:33	1
Nagwa Yousif	Participant	Integration	1:29 PM	2:29 PM	00:59:30	1
Ala'A Al Amiry	Participant	Integration	1:30 PM	2:29 PM	00:59:02	1

Note: This report is not integrated with Banner; this means that you still have to log the attendance in Banner.