

Blackboard Collaborate - Frequently Asked Questions (FAQs)

1- Can I attend the online classes through a smart phone?

Yes, you can attend the online classes using a smart phone or tablet, not necessarily a computer. Noting that it's advised to join the session 15 minutes prior the start time to test the device's connectivity.

2- If a student doesn't attend the online class live while the instructor recorded the session, would watching the recording be considered as an attendance for the class? Or should the student attend the online session live as scheduled?

No, the student should attend the live session as scheduled. Watching a recorded session wouldn't be considered for attendance as it is untraceable. In addition, the guidelines from the Ministry of Higher Education specify that the student is obligated to attend the online class live as scheduled.

3- Can the student record the online class and listen to the recording at a later stage?

The student is not allowed to record the online class, as warned by the Ministry of Higher Education. However, the instructor can record the online class through Blackboard Collaborate.

4- While creating the session, I receive the message: "Sessions are too long for repeating". How can I solve this issue?

You should specify the date and time of the first session only. So, make sure that the start and end date of the session are the same. For example: if the start date is March 15, 2020, then the end date should be March 15, 2020 as well.

- 5- I have a course that is registered with different course codes and appears twice on Moodle. The students for this course attend the same lectures on-campus at the same time and with the same instructor. How can I create online classes for such course?

If you have a course that has multiple course codes, go to Moodle and click on “Collection”, which is located in the top blue navigator, and watch the video titled “Create sessions for courses with different codes”, to learn how to create online classes in such case.

- 6- The attendance report is not showing, what should I do?

The attendance report will be available after 15 minutes from the end time of the session. If the session end time is specified in the settings as 11:30 AM, then the report will be available at 11:45 AM. Noting that if you left the session at 11:15 AM, the report will still show at 11:45 AM.

- 7- The session recording is not showing, what should I do?

The recording will take time to appear in the “Recordings” section, depending on the file size.

- 8- I am giving a class for one student as office hours course, how can I teach the class?

All classes, regardless of how they’re being taught and the number of students enrolled, should be created online through Blackboard Collaborate.

- 9- The student can’t access Moodle, can I allow him to join as a guest through enabling “Guest Access”?

No, all students should be able to access Moodle if they have internet connection, and all students should access the online classes through Moodle.

10- I can't upload my file on Blackboard Collaborate through the "Share Files" option. How can I solve this issue?

Open the file on your device and use the "Share Application" option. The students will be able to view the document as you navigate through it.

11- I have a Dell laptop and the microphone is not working. How can I solve this issue?

You can solve this by clicking on the "Fn" button and "F4" button at the same time. If that didn't work, please contact the Helpdesk on 06-7056500 or helpdesk@ajman.ac.ae.

12- My camera is not working. How can I solve this issue?

Go to "Google Chrome Settings" → "Site Settings" → "Camera". Make sure that eu.bbcollab.com is not blocked.

13- How can I give a quiz for the students on Blackboard Collaborate?

Blackboard Collaborate is a web conferencing platform used for online classes or distance learning only, therefore quizzes are created through Moodle only.

14- Which browser should I use when connecting to the online class?

It is recommended to use Google Chrome.

15- What is the procedure to start an online class for the practical/tutorial sessions?

It is up to the College Dean if the practical/tutorial sessions will take place virtually or not.