Collaborate Ultra in D2L Brightspace

Guide for Moderating and Presenting

Collaborate is a web-based video conferencing system allowing participants to engage in two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, breakout rooms, polling and session recording. **Collaborate Ultra** is the new version of Blackboard Collaborate. Ultra opens directly in the browser and does not require a separate download or installation.

- ❖ This **Guide for Moderating and Presenting** includes the content listed below.
- ❖ Refer to the **Collaborate Ultra: Creating a Session guide** for step-by-step directions for adding Collaborate Ultra to your course in D2L Brightspace and creating sessions.
- ❖ Refer to the **Collaborate Ultra User Guide** for information about system requirements, user interface, and tools available in Collaborate Ultra.

TABLE OF CONTENTS

Collaborate Ultra:
Moderating and Presenting

Roles in Collaborate Ultra

Collaborate Ultra users can be moderators, presenters, participants, and captioners.

- **MODERATOR**
  - Moderators have full control over all content being shared.
  - Moderators can make any attendee a presenter, a moderator, or a captioner.
  - Moderators see hand raise notifications and can lower hands.
  - Moderators can remove attendees from a session, but they cannot remove other moderators.
  - Moderators can set the session settings, including deciding what participants can and cannot do.

- **PRESENTER**
  - The presenter role is designed to allow students to present without giving them full moderator privileges.
  - Presenters can upload, share, edit, and stop sharing content.
  - Presenters can also see hand raise notifications and can lower hands.

- **PARTICIPANT**
  - Participants can enable and disable notifications, such as when attendees enter and leave a session or when someone has posted something to the chat.
  - Moderators decide if participants share audio and video, chat, and draw on the whiteboard or share files.

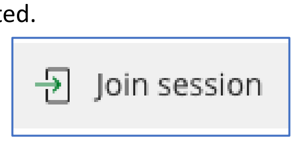
- **CAPTIONER**
  - The captioner role is designed to provide an accessible learning experience for hearing impaired students, as well as for students whose native language is different from the moderator's.
  - An attendee is assigned this role by a moderator.
  - The captioner is given an area to type what is being said.
  - Other participants can view what the captioner is typing in real time. You can have multiple captioners for multiple languages.

Access the Collaborate Ultra Session

IMPORTANT: If a Collaborate Ultra session has not been created in the course in D2L, refer to the "**Collaborate Ultra: Creating a Session**" guide for step-by-step directions. The instructor will need to add Collaborate Ultra to the course in D2L Brightspace and a create session before proceeding with this guide.

Access the Session:

1. Navigate to the content module in the course in which Collaborate Ultra is located.
2. Select "Collaborate Ultra." A Collaborate Ultra window will open inside D2L.
3. Select the name of the desired session.
4. Select "Join session" in the window that pops out on the right.
5. The session will open in a new tab in your browser.

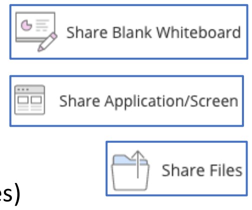


Refer to the "Collaborate Ultra: User Guide" for information about system requirements, user interface, and tools.

Sharing Content

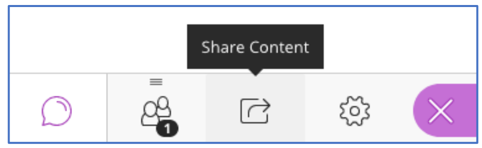
A Moderator or Presenter can share content in the live session. Sharable content includes:

- **Whiteboard**
- **Application/Screen**
- **Files** (PowerPoint, images, PDF files)



To Share Content in the Session:

1. Open the Collaborate panel   2. Select "Share Content"



SHARING FILES

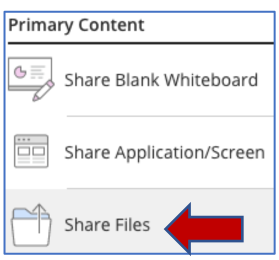
A Moderator or Presenter can share **PowerPoint Presentations** (PPT, PPTX)**,** **Image** (GIF, JPEG, PNG), and **PDF** files.

FILE SIZE: Files must be 60MB or lower to upload to the session. Multiple files can be uploaded, however, the total size allowed is 125 MB or lower per session. (Files can be deleted by the Moderator if necessary.)

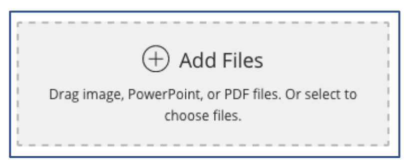
NEW IN COLLABORATE ULTRA: Moderators can prep for class in advance! After creating an Ultra session, the moderator can open the session at any time and load the files to be shared. These files stay in the session until deleted by a moderator. Load the files once and reuse them as often as you want.

To Share a File:

1. Open the Collaborate Panel , select "Share Content," then "Share Files"



2. Select "Add Files" to browse and upload or just drag and drop files into the box to upload. The file may take a few seconds to convert during the upload process.



3. Select "Share Now."

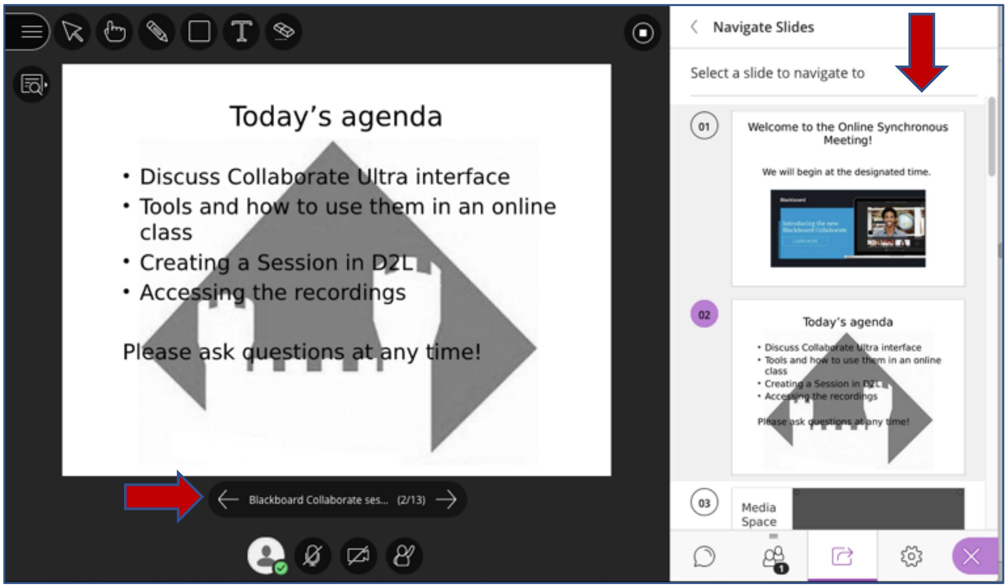
4. If you are recording your session, allow eight seconds for the recording to include your shared file before proceeding.

NOTE: By default, participants are granted permission to use the Whiteboard tools to mark on shared files during a session. **To modify participant permissions during a session**,

1. Open the Collaborate panel and select "My Settings."
2. Go to "Session Settings" and make your selection.

SHARING POWERPOINT FILES

1. After uploading a PowerPoint presentation and selecting "Share Now," a slide navigator panel opens.
2. Select a slide to start sharing it.
3. Select the presentation name to open the slide navigator panel again at any time.
4. Use the right arrow below the slide to advance the presentation to the next slide. Use the left arrow to go back to the previous slide.



MORE ABOUT SHARING POWERPOINT PRESENTATIONS

Two options exist for sharing PowerPoint presentations. The Moderator can

- share PowerPoint files directly in Collaborate (using Share Files) or
- share the PowerPoint application (using Share Application/Screen).

How do you know which option to use?

Option 1: Share Files (Recommended)

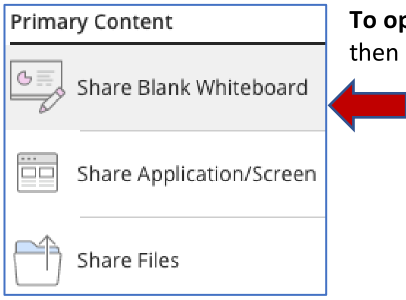
- For the best overall experience, use Share files.
- When uploaded, each slide is optimized so all attendees can view quality slides regardless of the network connection.
- With Share files, you can upload more than one presentation at any time to have ready for your session.
- Uploaded files stay in the session until deleted by a moderator. This makes it easier to return to a slide if you need to review.
- When you upload your presentation, you can use Collaborate editing tools with your slides. (a.k.a. Whiteboard Tools)
- You can also choose to allow participants to mark up your shared slides during a session.
- Screen reader users can access text from PowerPoint and PDF files shared in the session. This provides an easy way to follow along as slides change.

Option 2: Share Application

- Use Share application, if you have animations in your presentation or
- if you are presenting live in a physical space and online at the same time.

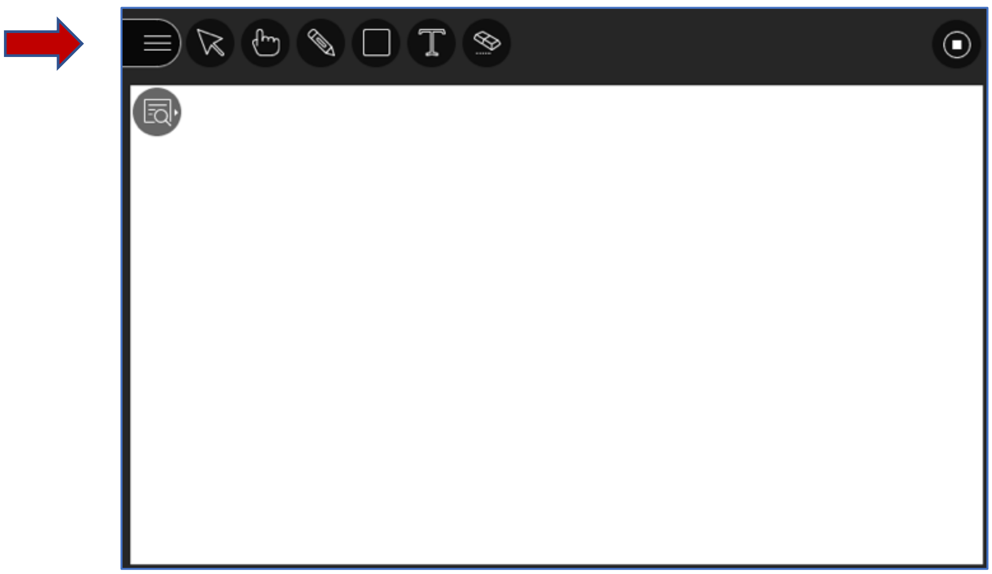
SHARING THE WHITEBOARD

Collaborate with your students using the Whiteboard.



To open the Whiteboard, open the Collaborate Panel , select "Share Content," then "**Share Blank Whiteboard**"

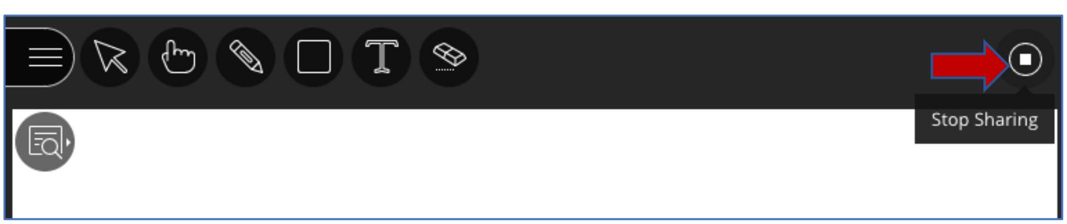
The Whiteboard tools appear in the upper left corner when the Whiteboard is shared. For a comprehensive list of the Whiteboard tools, refer to the "Collaborate Ultra: User Guide."



NOTE: By default, participants are granted permission to use the Whiteboard tools to mark on shared files during a session. To modify participant permissions during a session,

1. Open the Collaborate panel and select "My Settings."
2. Go to "Session Settings" and make your selection.

To close the Whiteboard and return to the Media Space, select the "Stop Sharing" circular button in the top right corner of the Whiteboard.



SHARING APPLICATION/SCREEN

A Moderator or Presenter can share a software application or the entire desktop with participants. When moving through the application or desktop, the Participant screens automatically update so the Participants can follow along with the demonstration.

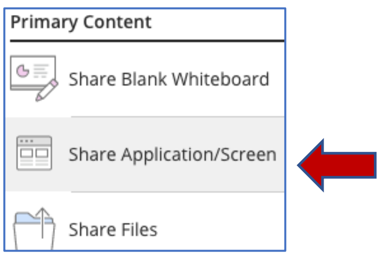
NOTE: Use Chrome or Firefox (version 52+) when sharing applications. In Chrome, you will need to add the browser desktop sharing extension to share applications. No desktop sharing extension is needed for FF 52+.

When you share your desktop or application, it is seen by everyone in the live session and anyone viewing the recording. **Be sure to close any windows and applications you do not want others to see before sharing.**

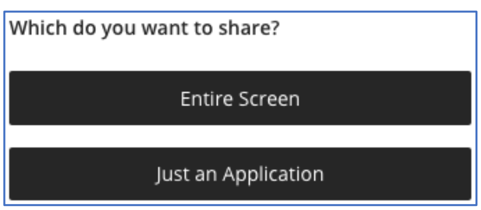
If sharing an application, open the application before sharing.

To Share an Application or the Desktop,

1. Open the Collaborate Panel , select "Share Content," then "Share Application/Screen"

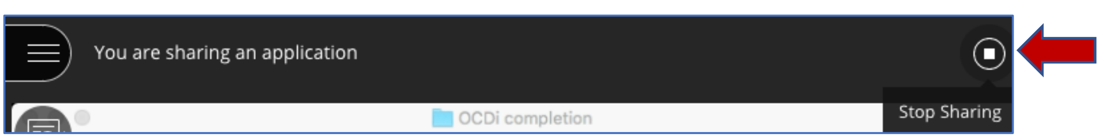


2. Select "Entire Screen" or "Just an Application."



3. If sharing an application, select the window to be shared from the drop-down list, then, "Allow."

To stop sharing and return to the Media Space, select the "Stop Sharing" circular button in the top right corner.



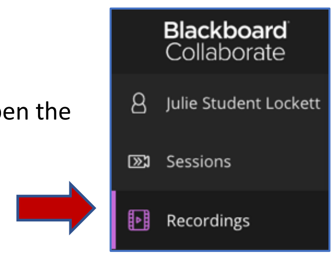
Recording

The moderator can record sessions. Multiple recordings can be created during one session. If the moderator stops recording then starts recording again, a new recording is saved and added to the list of recordings for that session.

START RECORDING A SESSION

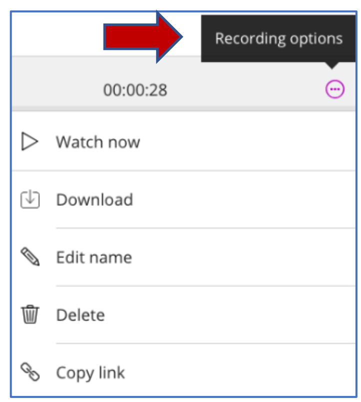
- Open the Session menu in the live session and select "Start Recording."
- The recording camera appears with a red dot while recording is in progress.
- To finish recording, open the Session menu and select "Stop Recording."
- If sharing a file such as a PowerPoint presentation, allow 8 seconds for the recording to include the shared file before proceeding.

ACCESS AND VIEW RECORDINGS:



1. From the session list within the Collaborate Ultra content module in the course in D2L Brightspace, Select the hamburger stack on the left of the black "Sessions" toolbar to open the Collaborate Ultra menu.
2. Select "Recordings" from the menu.
3. Select the title of the desired recording and select "Watch Now."
4. The recording will open in a separate tab, full screen, within Collaborate Ultra.
5. Select the play button .

MANAGE RECORDINGS



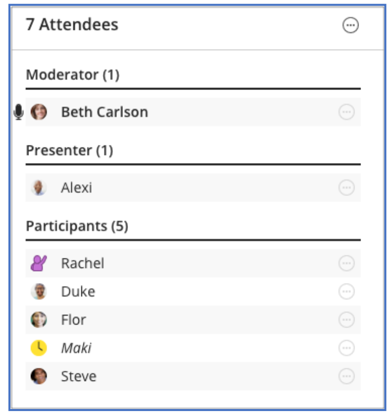
From the Recording list, select the "Recording Options" circular button to the right of the desired recording. From the Recording Options menu, you can:

- **Watch** the recording.
- **Download** the recording – Download only appears if the instructor made downloads available in the session settings.
- **Edit the name** of the recording.
- **Delete** the recording.
- **Copy the link** – After copying the link, the recording link can be posted in a content module in D2L or in a News item.

MORE ABOUT RECORDINGS:

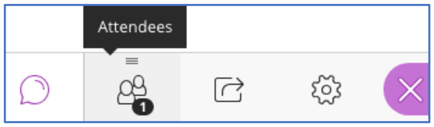
Recordings include:	TIPS:
• Audio • Video • Whiteboard • PowerPoint Presentations • Image and PDF Files • Applications and desktop sharing • Chat messages in the Everyone channel • Polling • Captions entered during the live session	• If content and speaker video are both shared during the session, only the content shared is recorded. • If you want chat messages to be anonymous in the recording, select that option in Session Settings before you start the session recording. • The moderator/instructor can link to the recording within content modules in D2L. • Recorded sessions are saved as MP4 files. • Recordings can be downloaded as MP4 files. • Breakout sessions are not recorded.

Manage Attendees

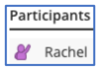
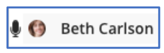


ATTENDEES PANEL: The Attendees Panel (or Participants List) lists all attendees and is used to manage attendees.

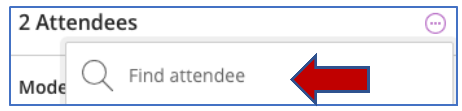
To access the Attendees Panel, Open the Collaborate Panel and select "**Attendees**."



At-a-glance you see:

- Attendees have been grouped by roles to make it easier to see who can do what in the session.
- Attendees with their hand raised  appear at the top of their role list.
- Attendee status or feedback. 
- Attendees with their microphone turned on. 

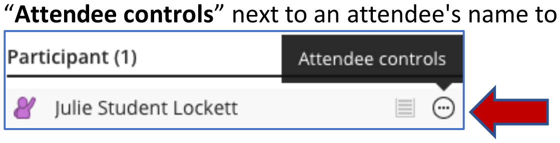
To locate an attendee on the list:
Browse through the list of attendees or open "More options" at the top of the panel and select "Find Attendee" to search.



To keep the Attendees Panel open, the panel needs to be detached. To detach the panel either:

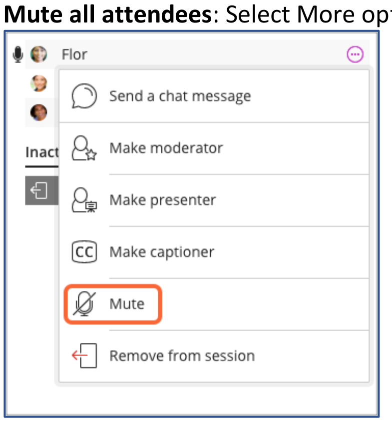
- Open the Collaborate panel. Drag-and-drop the Attendees icon to the main stage OR
- Open the Collaborate panel, select Attendees, then More options at the top of the panel. Select Detach Panel.

Point to an attendee to view more information, such as their network connection. Moderators can select "**Attendee controls**" next to an attendee's name to mute, promote, or remove him/her or to lower a raised hand.

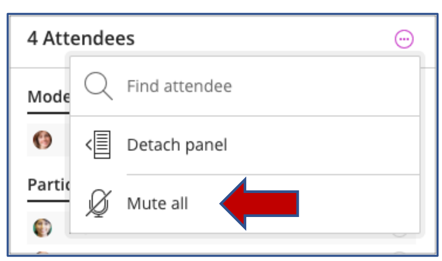


MUTE ATTENDEES: Moderators can mute individual attendees or everyone in a session.

- **Mute individual attendees**: From the Attendees panel, point to the attendee with the audio on. Select "Attendee controls" . Select "Mute."
- **Mute all attendees**: Select More options at the top of the Attendees panel. Select "Mute All."

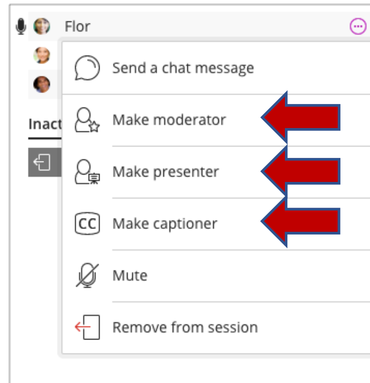


Mute Individual Attendees



Mute All Attendees

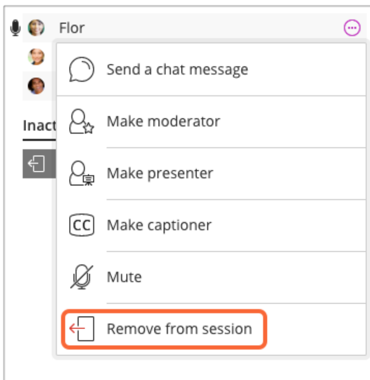
PROMOTE ATTENDEES:
The Moderator can promote Attendees to other roles at any time.



To promote an individual Attendee: Point to an attendee in the Attendees panel and select "Attendee controls" . Select the new role.

To promote all attendees (before the session begins): All attendees can join as presenters or moderators. From the list of sessions in D2L, locate a session. Select "Session options" and "Edit settings." Select "Presenter" or "Moderator" in the default attendee role drop-down list.

REMOVE ATTENDEES: A Moderator can remove an attendee at any time.

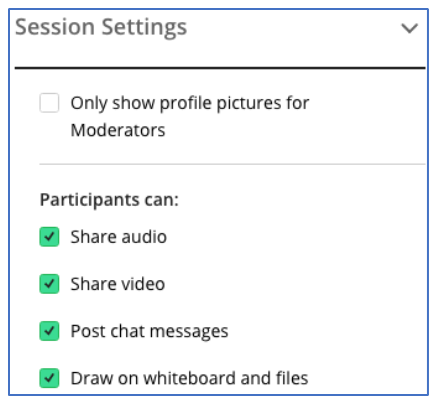


To Remove an Attendee: Point to an attendee in the Attendees panel and select "Attendee controls" . Select "Remove from session."

Can an attendee rejoin?
Yes. Attendees are notified about the disconnection and they are allowed to reconnect.

Can I remove other moderators?
No. Moderators cannot be removed. The Moderator can only remove participants, presenters, and captioners.

SESSION SETTINGS:

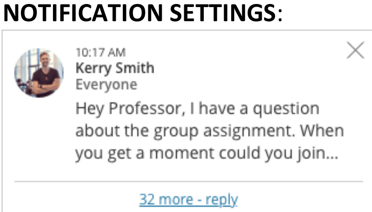


Session settings such as permissions to share audio and video, post chat messages, and draw on the whiteboard can be modified during the live session.

To Open Session Settings during the Live Session:
Open the Collaborate Panel , select "My Settings," then "Session Settings"

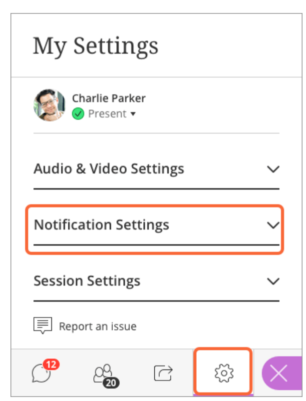
By default anyone with a participant role is allowed to show their profile picture, share their audio and video, post chat messages, and draw on the whiteboard and shared files.

NOTIFICATION SETTINGS:



Do you want to be notified when someone joins or leaves a session or posts a chat message? Do you prefer an audio or visual notification?

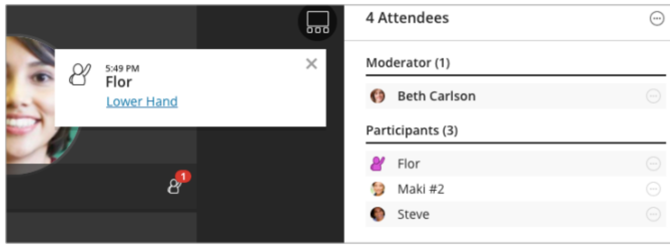
To Open the Notification Settings: Open the Collaborate Panel , select "My Settings," then "Notification Settings."



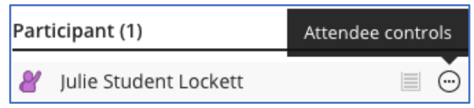
The settings are set individually. Only moderators and presenters can set notifications for a raised hand. By default all of the settings are turned on. These settings only turn on/off the notification banners and sounds.

MANAGE RAISED HANDS

Attendees can raise their hand any time during the session to get the moderator's attention or ask a question. An image appears to the left of the attendee's name on the attendees list. Those attendees are also brought to the top of their role.



To lower the hand, the moderator or presenter can select "Lower hand" in the notification. Or, point to the attendee with his/her hand raised in the Attendees panel, select Attendee controls, select "Lower hand."

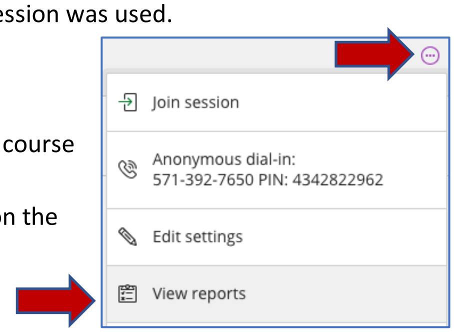


Attendee Reports

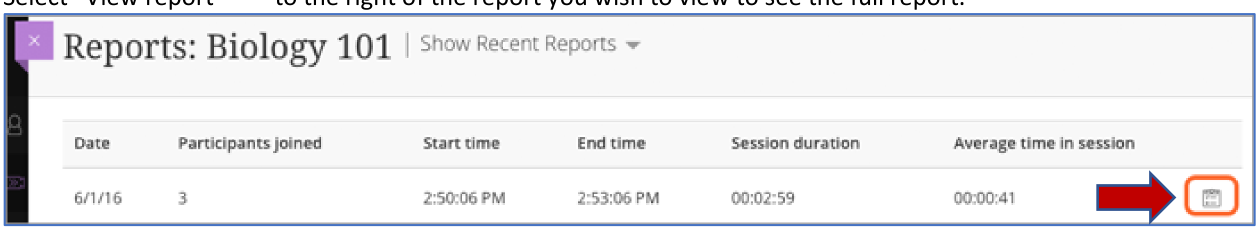
SESSION ATTENDANCE REPORT: The attendance report provides an overview of when attendees joined and left sessions. It also gives the moderator an idea of how long attendees were present in the session on average. If the session is used more than once, a report is generated for each time the session was used.

To View Session Reports:

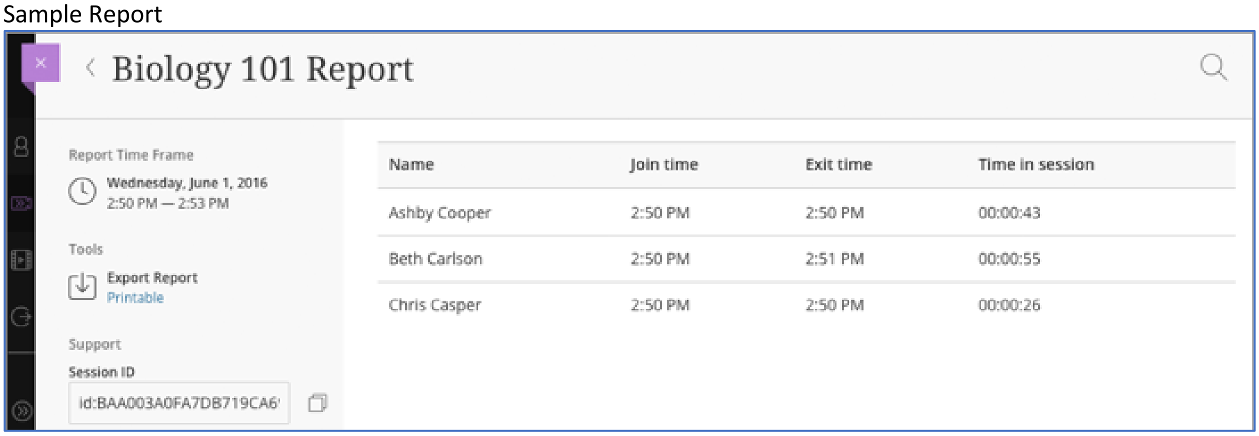
1. Navigate to the Collaborate Ultra module in the content area of your course in D2L Brightspace.
2. Select the "Session Options" icon to the right of the session title on the sessions list.
3. Select "View Reports."



Select "View report" to the right of the report you wish to view to see the full report.

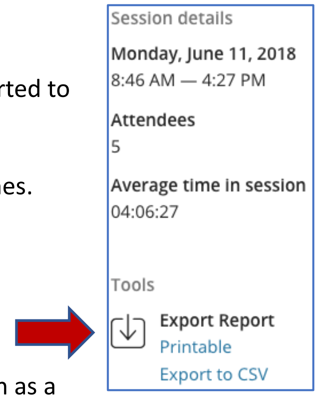


Sample Report



EXPORT AND PRINT REPORTS: After opening/viewing the report:

- Select “Printable” listed under the session details to print the report.
- Select “Export to CSV” to export the report data to a CSV file that can been converted to a spreadsheet.



CSV Export Column Names: The exported data will contain the following column names.

- **Name**: Name of a unique attendee
- **Role**: Role of attendee
  - Moderator
  - Presenter
  - Participant
- **Type**: Type of attendee, did the attendee log in with their user account or join as a guest
- **First Join**: Date and time when the attendee first joined the session
- **Last Leave**: Date and time when the attendee last left the session
- **Total time**: The total time the attendee was in the session
- **Joins**: The number of times the attendee joined and/or reconnected to the session

Session ID: The Session ID in the report is a unique session identifier. It includes information Blackboard support can use to troubleshoot issues with the session.

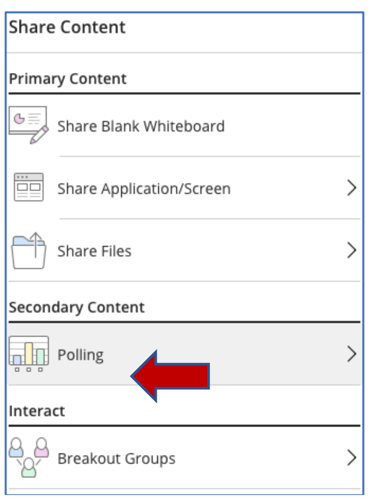
1. Submit a case on Behind the Blackboard (available in English only)
2. Describe your issue in detail. The more detail the better.
3. Include these details in the description.
   a. Session identifier
   b. Session name
   c. Start and end date and times

Polling

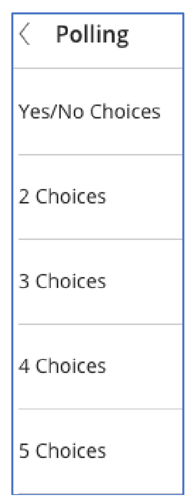
Polls have many uses in a live session. Polls can engage attendees and gives them an opportunity to participate. Attendees respond to a poll by selecting one of up to five responses. You decide how many choices attendees see.

To Create a Poll:

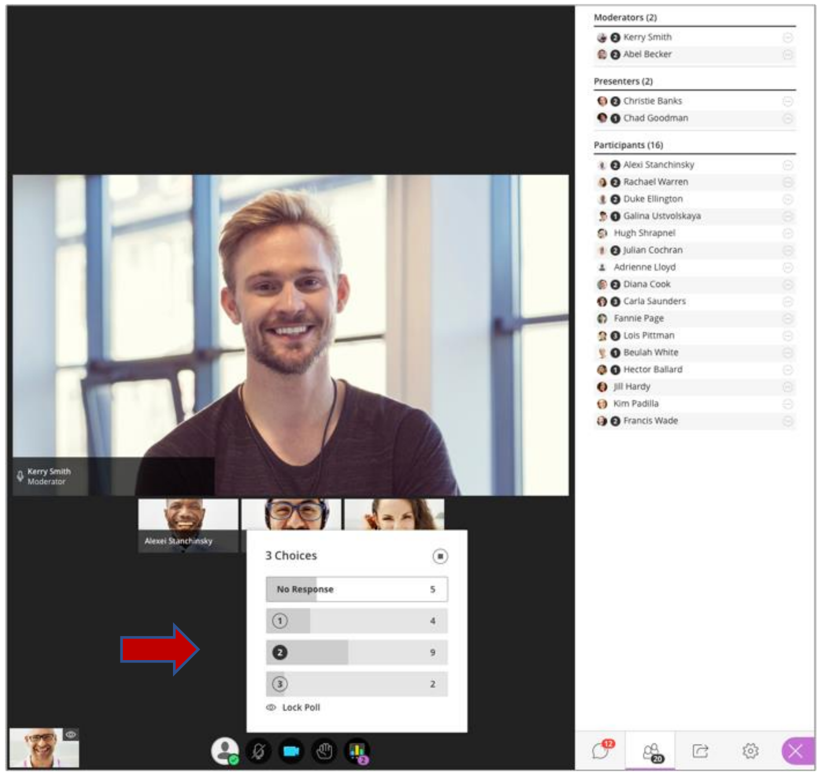
1. Open the Collaborate Panel , select “Share Content,” then “**Polling**”



2. Select the type of Poll you want to use. If you choose one of the numbered choice polls, attendees see numbers as their choices. Tell your attendees what each number represents. Share an image, PowerPoint®, or the whiteboard to show your poll question and the numbered choices with related responses.
3. Select “Start.”



MONITOR THE POLL



Immediately after starting the poll, you can see an overview of poll responses. This overview gives you a response count for each choice. It even tells you how many attendees haven't responded yet. If you want to see how each attendee responded, or even who hasn't responded, go to the Attendees panel.

Moderators can also respond to the poll. For this reason, you are also counted in the No Response count as well.

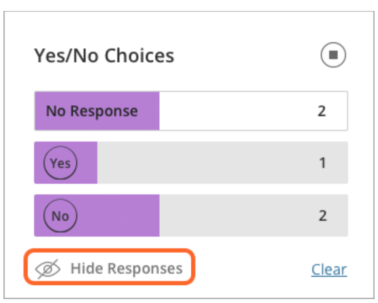
If the polling overview doesn't stay open. Open it by selecting Polling.

From here you can choose to show responses to all attendees or stop the poll.

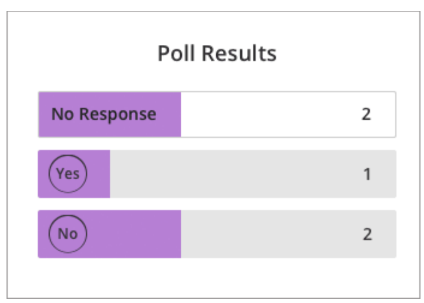
Show Responses to Attendees

1. Select "Polling" to open the poll overview.
2. Select "Show Responses" to show the responses to all attendees.
3. Attendees see the overview count of the responses only.

Select "Hide Responses" to hide the results from attendees.



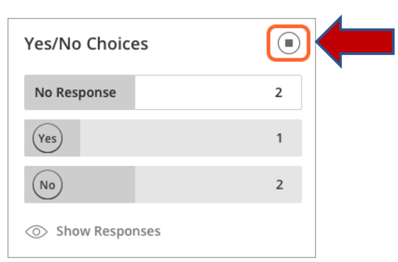
Moderator View



Attendee View

How to stop a Poll:

1. Select "Polling" to open the poll overview.
2. Select "Stop" to end and close the poll.



Breakout Groups

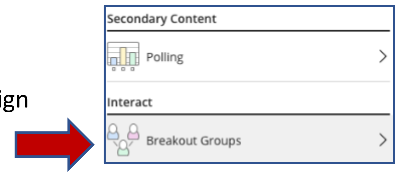
To facilitate small group collaboration, the moderator can create breakout groups separate from the main room. Attendees can then be randomly or manually assigned to a group.

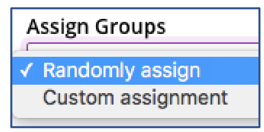
Breakout groups have their own private audio, video, whiteboard, application sharing, and chat. Any collaboration that takes place in a group is independent of the Main room (and other groups).
NOTES:

- Breakout groups require the use of the latest version of Chrome or Firefox .
- What is said or viewed in a breakout room is not captured in recordings.
- Breakout groups are only available in sessions with 250 or fewer attendees.

Start Breakout Groups:

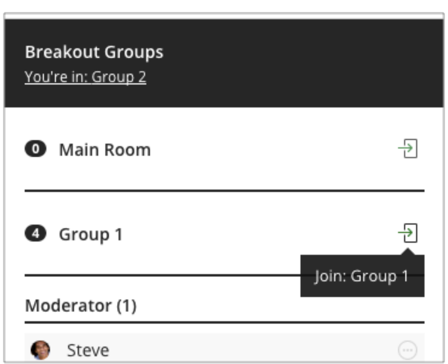
The Moderator can choose to have Collaborate create and randomly assign attendees to breakout groups or the moderator can create the groups and assign attendees to the breakout groups.



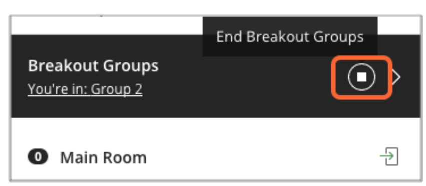


1. Open the Collaborate Panel , select "Share Content," then "**Breakout Groups**"
2. Select "**Randomly assign**" or "**Custom assignment**."
   a. Randomly assign: Collaborate creates groups and randomly assigns attendees for you.
      NOTE: Randomly assign is only available when there are four or more people are in the room.
      i. Select the number of groups from the "Number of Groups" menu.
      ii. If you are not satisfied with the groupings, select "Shuffle attendees."
   b. Custom assignment: Create your own groups.
      NOTE: Up to 20 groups can be created. There is no limit to the number of attendees you can put in each group. However, we recommend spreading attendees out evenly over your groups.
      i. Assign attendees to a group. You can select the attendee's options menu and select the group. You can also select the attendee and drag them to a group.
      ii. Select "Create a new group" to add more groups.
3. Select "**Start**"

What can attendees do in breakout groups?
Breakout groups are designed for group collaboration. Every attendee in the group is a presenter. Therefore, all attendees can share the whiteboard, files, and applications with the rest of their group.



How to Monitor groups: The moderator can move between groups by opening the "Attendees panel", then select "Join group".



End Breakout Groups
The Moderator can stop breakout groups and bring everyone back to the main room by selecting "**End breakout groups**." All attendees are moved back to the main room immediately and everything shared in a group is no longer available in the main room. RECOMMENDATION: Warn students in advance before ending the breakout groups and give them time to take a screen capture, or record in some other way, their work before ending the groups.

Best Practices for Moderators

Prepare for your session with these easy steps.

- **Schedule a meeting**. Send your attendees what they need to attend your session.
- **Check your audio, video, and application sharing**. To learn more, see the "Collaborate Ultra: Users Guide" and this guide.
- **Prep your materials**. Upload files and arrange the windows. The first time you share your application screen, your browser may require you to install the Desktop Sharing extension.
- **Determine audience participation**. Use your personal and session settings to set how you want to interact with attendees during your session.

Ready. Set. Teach. Just because you are not physically in the same room with your students doesn't mean that your lecture should be drab.

- **Allow early arrivers**. Let your participants join the session early. This gives new participants a chance to get familiar with the room and what they can and can't do. Join the session early yourself and practice using the tools.
- **Introduce yourself**. Don't assume that your participants recognize your voice. State your name the first few times you speak. Let them get to know you.
- **Introduce guests speakers**. You can invite a guest speaker or encourage group collaboration in your course by promoting any participant to be a presenter or a moderator. Presenters are allowed to share their screens and upload images or PowerPoint® files, but cannot modify other users' permissions the way a moderator can.
- **Highlight key points in your presentation**. Move through PowerPoint presentations using the arrows available. Use the annotation tools on the whiteboard or in presentations to add text, pointers, or different shapes.
- **Include Q&A**. Encourage participants to ask questions. As more participants speak, the Ultra experience of Blackboard Collaborate automatically follows-the-leader, displaying the name of the current speaker on the screen.
- **Mute yourself when not speaking**. Nothing is more distracting than hearing outside sounds like typing or a side conversation.
- **Make eye contact**. If you are sharing your video, look at the camera and not the session. It may feel weird but it helps participants feel more like they are a part of the session and less isolated.

Engage in a virtual classroom as if it were face-to-face!

- **More students can participate more often**. The browser-based sessions can be joined easily and quickly from anywhere there is an internet connection. Students can participate in a course despite situations that would traditionally make them absent.
- **Student-to-student and student-to-instructor interaction increases**. "Discussions can again be dynamic and spontaneous, spirited and engaging, because the audio and video components of the interface promote real-time learning and discussion."
- **It promotes active learning**. Students can share their ideas and feedback in real-time. They can remain engaged through chat discussions and using interactive whiteboards.
- **Auditory learners are engaged**. Traditionally online courses are completely text-based. With Blackboard Collaborate you can engage learners with different learning styles.
- **Students can review the content they found confusing at their own pace**. Record sessions for future reference.

Sources:
"Web Conferencing Etiquette: Top Tips." - Adobe Connect User Community. N.p., n.d. Web. 11 Sept. 2015.
Macaulay, Linda, EdD., and La Tonya Dyer. "Adding a Synchronous Component to Online Courses." Faculty Focus. Magna Publications, 14 Nov. 2011. Web. 15 Sept. 2015.