



Notes from Virtual Faculty Session – Blackboard Collaborate Ultra – June 29, 2020

Training Resources:

Blackboard Guides (accessible from the Blackboard Guides tab or button when you log in to GW Blackboard):

https://blackboard.gwu.edu/webapps/portal/execute/tabs/tabAction?tab_tab_group_id= 20 1

Scroll down to Blackboard Collaborate Ultra section for PDF, HTML and Video Tutorials

Blackboard Help Documentation: <https://help.blackboard.com/Collaborate/Ultra/Moderator>

Please view the recording or the materials above for the tutorial component of the session.

Q&A / Discussion Summary

- If you create a guest link, is there a different link for each session?
 - o Yes, each session has a unique guest link. However, there is only one guest link per session – it is set to either Moderator, Presenter, or Participant. All guests enter with that role.
- Suggestion: Provide the guest link to students as a backup in case they get “kicked out” of the session and need to re-enter, but are unable to enter via Blackboard.
 - o Note: Several users have experienced students being kicked out after breakout sessions – not consistently, but it does happen. In those cases, the guest link is useful.
- Is it possible to prevent students from erasing the whiteboard?
 - o No, not that we’ve found – students have access to use the whiteboard or not – there’s no limited access that prevents the clear button from being used.
- What is the browser notification?
 - o From Blackboard help, the following describes the different notifications:
 - Collaborate pop-up: A visual notification that appears in Collaborate’s content presentation area. You must have the session window open and active to see it.
 - Audio: A sound that alerts you to something new. Different notifications have different sounds.
 - Browser pop-up: A visual notification that appears at the top of a browser window. Browser pop-up notifications don’t appear when the session window is open and active. ***They only appear when you have another browser window, or application, open and active.***
- Does Collaborate have captioning?
 - o Collaborate allows for a live Closed Captioner, but this has to be a person who is in the session, providing real-time captions
 - o Collaborate will also allow you to upload captions to a recorded session
 - o Suggestion from some participants – download the recording and upload into YouTube or Panopto for auto-captioning (machine generated captions).

Challenges with Blackboard Collaborate

- Only 3 video feeds are active at any one time – even in small group discussions, you will not be able to see the video of all participants at one time.



- Polls cannot be pre-loaded; Suggestion is to have a document open from which you can copy-and-paste the polls, or to have a peer/friend co-facilitate who will then be able to enter the poll questions while you continue to talk. Alternatively, include the text of the poll in your slide, and then only use the polling function for collecting responses (choice 1, 2, 3, 4, etc).
- Some departments have found the chat function to be overwhelming to monitor when students are especially active – in that case, you can turn off the chat during the session. It appears that you can enable/disable chat during the session, so that you can have times it is available and others where it is unavailable.
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