



Putting it All Together

Workbook

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Visit Us Online

Do you need to review a specific skill? Having problems with the software? Visit us online!

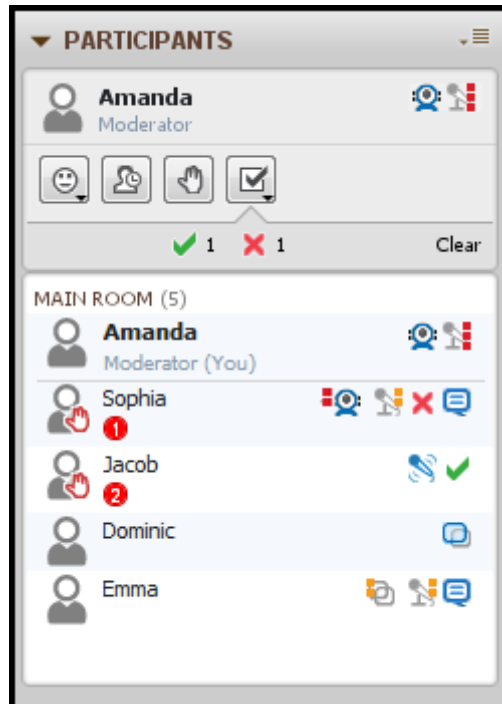
On Demand Learning Center

- <http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx> Here you will find recordings, documents, and specific help on tools.

Support Site

- <http://support.blackboardcollaborate.com>
- Contact our 24x7 helpdesk if you or your participants need assistance.

Test Your Skills: Activity and Status Indicators - Worksheet



- Person(s) speaking: _____
- Person(s) experiencing audio delay: _____
- Person(s) showing live video: _____
- Person(s) delay in live video: _____
- Person(s) typing: _____
- Person(s) hosting App Share: _____
- Person(s) with a delay in App Share: _____

If this were happening in your live session, what would you do?

How could these problems have been prevented?

Four Skills of an Effective Moderator

<p>PREPARE</p> <p>.... Prepare session content. Practice using the software Distinguish the Participant experience from the Moderator.</p>	<p>PREVENT FENDER-BENDERS</p> <p>.... Identify potential problems before they derail the session. Apply appropriate room settings. Help trouble shoot <i>basic</i> problems.</p>
<ul style="list-style-type: none"> • Practice delivering your content and the tools you will be using during your session. <ul style="list-style-type: none"> ○ TIP: <i>Invite a friend, family member, or colleague to attend and give you feedback on the session.</i> • Do not try to use all the tools the first time. • Need to review? Watch your workshop recordings or view the free online resources. • Invite a Producer to join your first session. <ul style="list-style-type: none"> ○ TIP: <i>Ask a colleague or technical staff to join your session who can resolve any technical issues.</i> • Understand the differences in Participant view. 	<ul style="list-style-type: none"> • Join the session early to upload content and run the audio wizard. • If a problem arises: stay calm. • Prepare your Participants before the first session. <ul style="list-style-type: none"> ○ Tip: <i>Send your students the Participant resources webpage.</i> • Reserve the first 5 – 10 minutes of your first session to review tools and functionality. • Use the trouble shooting tips page to help trouble shoot basic problems.
<p>CONTROL THE SESSION</p> <p>.... Demonstrates best practices. Compose session guidelines and stick to them. Integrate activities to keep participants engaged.</p>	<p>REFLECT</p> <p>.... Assess what went well in the session. Identify areas for improvement. Compose a plan of action for next session.</p>
<ul style="list-style-type: none"> • Share with your Participants the “rules of the road” and enforce them throughout. • Monitor Status Indicators during session. • Check frequently for understanding. <ul style="list-style-type: none"> ○ TIP: <i>Ask questions that require students to use answer yes/no or type in the text chat.</i> • Interact with your content with the Whiteboard tools. <ul style="list-style-type: none"> ○ TIP: <i>Use the Pointer tool to stay connected to your content. Great for your visual learners.</i> • Keep Participants engaged with planned activities, which use the Whiteboard or Breakout Rooms. 	<ul style="list-style-type: none"> • Celebrate your achievements! <ul style="list-style-type: none"> ○ TIP: <i>Even if your session did not go exactly as you hoped!</i> • Watch your recording to review what occurred during your session. • Identify activities or interaction that did not go as you planned. <ul style="list-style-type: none"> ○ TIP: <i>What went wrong? Is there anything you can do to prevent this from happening again? Was this something you can change?</i> • Make adjustments to your material or activities for better results.

Prepare Checklist

Best Practices - Practice

- Prepare your content
 - Using PowerPoint?
 - Keep background templates simple and avoid gradient colors on the background.
 - Use easy to read fonts and stay above 12 points.
 - Use visuals whenever possible, especially for complex processes or procedures.
 - Avoid long bulleted text.
 - Interactive Material
 - When possible, include games or multimedia
 - Add polling questions and encourage participation

- Identify your Blackboard Collaborate Tools
 - When you are just starting out, it's a good idea to choose a small number of tools you will use. Once they are identified, practice.
 - Most common tools:
 - Whiteboard, audio, and text chat.
 - Tools to “add-on” once you are comfortable with the tools above:
 - Application Sharing, Web Tour, Multimedia, File Transfer

- Schedule time with a colleague, family member, or friend.
 - Your first session does not need to be with your Participants. Invite someone you know to the session and practice.

- Upload your content and practice using your tools
 - Practice using the tools you've identified.
 - If you do not need to make modifications to your slides, save them as a whiteboard file so you can upload and reuse again.

- Schedule your first session
 - Review the four skills of effective moderators and keep practicing!

Control the Session Checklist

Best Practices:

- Join the session at least 15 minutes ahead of time
- Upload your content
- Protect your Whiteboards if you do not want Participants to download whiteboards (**Tools > Whiteboard > Protect Whiteboards**)
- Welcome Participants Individually
 - Use your microphone (verifies their speakers/headset is working)
 - Have them say something into their microphone (verifies their microphone is working)

Room Settings

- Correct Connection speed is selected.
- Application Sharing for Participants?
- Whiteboard for Participants?
- Set Maximum Simultaneous Talkers
- Set Maximum Simultaneous Video
- Profiles visible?
- Enable Raise Hand Upon Entering if you'd like to hear when new participants join your session.

Kickoff Session on the Right Foot

- Welcome Participants
- Recording? Tell Participants before beginning the recording
- If this is your first session, do a quick introduction to the system and point out items they will need to know (yes/no, hand raise, stepped away, etc).
- Identify how Participants should ask questions
- Introduce text chat – remind participants you can see private messages

Throughout Session

- Speak clearly, smile, and do not rush through your content.
- Use the Whiteboard Pointer to point to items on your content
- Scan the entire screen – watching for indicators that your Participants are having audio trouble.
- Ask questions which provide opportunity for interaction.

At the End

- Thank participants for their attendance.
- Stop the session recorder.
- Save or Print your whiteboard screens.
- Save chat messages (if needed).
- Make sure everyone has exited the room. (Remember: the recorder link will not be generated until everyone has left the session).

Prevent Fender-Benders Checklist

Best Practices

- Audio Setup Wizard (Tools > Audio > Audio Setup Wizard)
Should solve any issues with hearing audio or speaking into the microphone.
- Use appropriate connection settings (Preferences > Session > Connection)
- Encourage and enforce: one person speaks at a time.
Should prevent any echo issues
- Watch status indicators. If you see lots of orange and red, limit the use of bandwidth intensive tools (web camera, application sharing, large images in Whiteboard)
- If there is an issue: **stay calm** and keep the group engaged while you help the individual.
- Clear your Java Cache at least once a month.

Participant Cannot Speak?

- Verify that there is a microphone icon next to their name in the Participants panel. Blank? From the Global Options menu or the Participant Options menu, check to ensure the Participant has audio permission.
- Ask Participant to click on the Talk button in the Audio & Video panel.
- Is the Maximum Talkers set to a number higher than one?
- Have Participant run the Audio Setup Wizard.
- Have Participant exit and re-enter the session.
- Have them dial-in (if activated) or use Chat to participate.
- Encourage them to contact technical services.

Participant Cannot Hear?

- Verify that others can hear you. If no one can hear you, use above tips.
- Have Participant run the Audio Setup Wizard.
- Have Participant exit and re-enter the session.
- Have them dial-in (if activated).
- Encourage them to contact technical services.

Participant(s) say your voice sounds like a chipmunk or helium-like

- Ask Participant to close bandwidth intensive websites.
- On wireless? Ask Participant to switch to hard-line, if possible.
- Turn off web camera and limit the use of Application Share

If you cannot resolve the issue during the class, direct the student to contact our 24/7 helpdesk by using one of the methods list at: <http://support.blackboardcollaborate.com>

Reflect Worksheet

Best Practices

- Celebrate your achievements!
- Identify what went well and what could be improved.

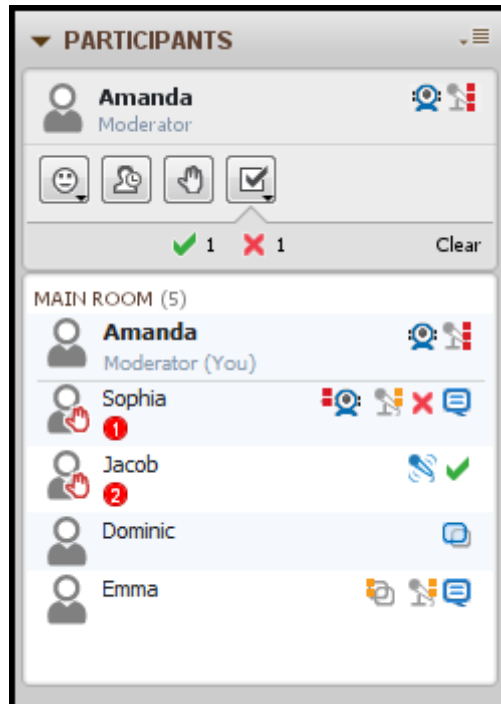
What went well during the session?

What could be improved?

What was your participant's reaction to the session?

What adjustments will you need to make to your material or activities?

Test Your Skills: Statuses and Halos – Answer Sheet



Person(s) speaking: Jacob

Person(s) experiencing audio delay: Amanda, Sophia, Emma

Person(s) showing live video: Amanda, Sophia

Person(s) delay in live video: Sophia

Person(s) typing in Chat: Emma and Sophia

Person(s) hosting App Share: Dominic

Person(s) with a delay in App Share: Emma

If this were happening in your live session, what would you do?

Take a quick break and end audio, live video,
and App Share. I would ask
the participants to close any bandwidth
intensive applications to save their
session bandwidth.

How could these problems have been prevented?

I would close live video before showing
Application Sharing. If there are still

individual delays, I would ask them to try exiting the session and coming back in.

