What is Collaborate?

At the core of Blackboard Collaborate, web conferencing gives you the functionality you need to support a 21st century teaching and learning environment, such as two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, rich media, breakout rooms, and session recording. Educators and students can engage as if they were in a traditional classroom, with as good as, or even better, outcomes.

Why Would You Use It?

Collaborate’s environment enables the delivery of live online learning, training, coaching, mentoring, and meeting. Benefits include:

- Build online communities
- Accommodate multiple learning styles
- Eliminate geographical barriers
- Save travel costs
- Incorporate technology in the classroom
- Increase retention

How Do You Get Started?

Complete the following steps:

2. Request a meeting (http://learn.uakron.edu/elluminate/request_meeting.cfm).
3. Design sessions.
   - Become familiar with the session content.
   - Provide opportunities for participants to interact and collaborate with each other.
4. Prepare for your meeting.
   - Find a comfortable place with no distractions to deliver the session.
   - Open web pages, applications needed for application sharing, and screen captures before session begins.

How Do You Get Training?

Blackboard provides all training for this product free to all University of Akron faculty, staff, and students. We highly recommend that you review the recorded training provided for Moderators, and that you participate in the live hands-on training provided by Blackboard before you moderate your own session. Please use these links to resources for training support:

- Live Online Training: https://trainingcenter.blackboard.com/dev_students.asp?action=browse&main=Blackboard+Collaborate&sub1=Online+Training&misc=224

Practice before leading your first lesson.

5. In-Session Tips
- Greet participants as they join your session.
- Remind your participants to use the Audio Setup Wizard in order to test their microphone and speakers.
- Speak clearly and don’t rush.
- Ask questions and provide opportunity for interaction. For example, poll the class at various intervals to obtain their feedback. Remember to clear responses after each poll.
- Animate your delivery.
- Look at the whole screen, not just the whiteboard.
- Encourage participants to respond and to raise their hands when they have a question or comment.
- Use the whiteboard tools to assist you in your delivery. For example, use the Highlighter to call attention to specific regions on the screen.
- Include features such as application sharing, web tours, video, multimedia files, and breakout rooms to assist you in delivering your content.
- Record your session if needed.
**How Can You Get Help?**

Blackboard hosts this product and provides technical support 24x7 by phone or online:
- Support by phone: (877)382-2293
- Support online: [http://support.blackboardcollaborate.com/](http://support.blackboardcollaborate.com/)

If you have a question about how to access your meeting or how to add additional moderators, you can get help by phone or email:
- Support by phone: Contact Andy Bonecutter from Design and Development Services at (330) 972-2802, or x2802 from a campus phone.
- Support by email: collaboratehelp@uakron.edu

**Where Can You Learn More?**

- Blackboard Collaborate home page: [http://www.blackboard.com/Platforms/Collaborate/Products/Blackboard-Collaborate/Web-Conferencing.aspx](http://www.blackboard.com/Platforms/Collaborate/Products/Blackboard-Collaborate/Web-Conferencing.aspx)

**Is There A Mobile App?**

Blackboard Collaborate offers a mobile app for both iOS and Android. The app allows participants to view a live session and participate using chat or 2-way audio. It does not include all features in the desktop version and is not suitable for hosting an event.

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**Getting to Know Collaborate!**

1. Audio/Video Window
2. Participant Window
3. Chat Window
4. Whiteboard Window

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Tech Talk Tuesday | Collaborate

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