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BBC COLLABORATE ULTRA FOLLOWUP

BACKGROUND

This document has been written to address questions, raised by attendees, asked across four Bb Collaborate Ultra sessions.

The questions have been re-written for simplicity, and roughly categorised.

GENERAL QUERIES

Is there an online guide to the room?
Yes, plenty, but start by watching this short video.

Can I see which student chose which poll options?
No. You can only see how many students chose each poll option, but not whom.

This is not designed for summative assessment.

Can I get rid of the boing noise and pop-ups when people join and leave?
Yes. This is controlled in **your My Notification** settings, within the **Settings** tab of the **Collaborate Panel** In the bottom right.

Can two or more students talk at the same time?
Yes, if audio/video is enabled for participants, up to five attendees can talk or share video at the same time.

How can a moderator share content?
All sharing is via the **Sharing Content** area, in the **Collaborate Panel** in the bottom right.

This includes uploaded PowerPoints, screen sharing, polls and breakout rooms.

How do I share slides?
You can share PowerPoint slides via three ways, each with its pro's and con's.

1) Via Collaborate
You would upload your files ahead of your session, collaborate will convert to images, allowing you to use functionality such as annotation.

You lose PowerPoint functionality like transitions in this approach but gain other advantages such as on-screen annotation.

2) Via Screen Sharing - Full Screen
You can share your full screen using Collaborate, and then open your PowerPoint as per normal via PowerPoint.

You sacrifice Collaborate functionality like annotation in this approach but gain PowerPoint functionality like transitions.

You are likely to have a temporary 'hall of mirrors' effect shown to attendees.

3) Via Screen Sharing - PowerPoint only
You can share just your PowerPoint program. Similar as option 2, but you avoid the 'hall of mirrors'.

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Can I share content to Breakout Rooms?

Yes, via two methods.

- **From the Main Room**
  Moderators can send different files to different break-out rooms from the main room.

  This is great for setting different slides or images for each break-out room to work on, prior to coming back to the main room to present on.

- **From the Breakout Room**
  Moderators can jump into any break-out rooms and share content in that location.

The poll covers the slide that I need students to review. What can I do?

Just remind your students that they can click the **X** to temporarily close the poll window, which they can re-open when ready using the poll button in the bottom-middle menu.

Does Bb Collaborate Ultra support Captions?

Yes, either through:

- **Manual creation** - you can upload caption files (.VTT or .SRT formats) to a specific recording after the session
- **Live creation** - you can promote an attendee (staff or student) to a live captioner role, allowing them to type captions as the session progresses.

More information is [available here](#).

Does Bb Collaborate Ultra support automated captioning?

No, not currently.

Does Bb Collaborate Ultra support Screen Readers?

Yes, fully tested for:

- Windows 7 or 10 - Firefox with Jaws Screen Reader v17
- Mac OSX 10 - Safari with VoiceOver

More information is [available here](#).

Can I share files that are stored within vUWS?

No - you will need to download it to your computer first.

How do I add Bb Collaborate Ultra to vUWS?

Full steps can be [found here](#).

I don't have the ability to schedule rooms?

You may need to enable the full functionality for your vUWS site. Instructions can be [found here](#).

Can I use my laptops inbuilt speakers and microphone?

You can get away with it in a good environment, but we always recommend a proper headset.

Can someone who is not part of the university join?

Yes, if you enable and send them a guest link.

These are created when you schedule a room, but you can edit and add one later.

Can I schedule a session and have my teaching staff moderate?

Yes, if:

- they are a vUWS instructor already.
- they can be made a vUWS Instructor.
- you attend the session and promote them to moderator.
- you provide them with a moderator guest link ahead of time.

Teaching Assistants inherit the Presenter role in Blackboard Collaborate Ultra and miss out on key moderator functionality.

How many guest links can I have per session?

Just one. You can set this up when scheduling a session or editing an existing session.

A guest link can be set for any of the three roles (moderator, presenter or participant).

How do you check attendance?

Attendance is visible in an automatically created report.

You can check the report by opening Blackboard Collaborate Ultra In vUWS, clicking on the **ellipsis** next to the session you are interested in to expose more options, then clicking **View reports**. If the room has been used multiple times, you may have multiple reports.

How many attendees can join a room?
250 by default, 500 upon special request to IT (ahead of time).

How do I log out?
Just close your web browser tab/window, or go to the **session menu** in the top left, and click **leave session.**

Does Bb Collaborate Ultra support virtual backgrounds for attendees, like Zoom?
No, it does not.

Can we have group text chats?
Yes, Breakout rooms allow for group specific chat.

The main room supports private 1-1 chat, or a public 1 to all chat.

Can students join their own breakout rooms?
Yes, if you tick allow attendees to switch groups when creating the rooms.

Is it possible to create breakout rooms with vUWS Groups?
Not In an automated way, you can only do this manually.

Is it possible to create breakout rooms / polls ahead of time, and/or kept for future usage?
No, they need to be created fresh each time.

Who can share their chat, audio, video, screen?
All roles (moderator, presenter, participant) can by default, but you can disable that for participants. This is especially important for larger classes.

Can you close the default Course Room?
Yes, you can 'lock' the room using the ellipsis menu.

Does the university recommend Zoom or Ultra?
Either, based on your needs.

In a rough comparison, Zoom has more granular options and allows for more pre-planning with Polls / Break-Out rooms, while Ultra is bit more intuitive and can automatically share your recordings with students after the session.

We recommend you check our comparison matrix, and or contact us at dft@westernsydney.edu.au.

TROUBLESHOOTING

I am in the room, I can hear/see others, but no-one can hear/see me?
This will nearly always be a local (eg. your computer) issue.

Reasons for this include:
- Your audio/video is disabled in the room (default).
- Your audio/video is physically disabled on the microphone / web-cam.
- Your web-browser is blocking your audio/video due to your security settings.
- You are accidentally logged into two rooms simultaneously, and one room is still using your audio/video.

We recommend that you:
- Test your setup ahead of time.
- Check if there are any warnings in the web browser menu area.
- Keep two web browsers ready, and swap as needed.

I can connect but it regularly disconnects, partially loads, or the video/audio quality is poor
This will usually be a local (eg. your computer) issue and is especially prevalent if you are connecting to the internet using home wi-fi or wi-fi in a public place.

While Bb Collaborate Ultra will try to compensate (reduce video quality to reduce bandwidth requirements), other things you can try are:

- Use a network cable where possible.
- Do not share your own video.
- Ask anyone else on your network to temporarily minimise their bandwidth usage (eg. stop video streaming).
- Move closer to the wireless access point (aka home router) if possible and reduce the number of barriers.

The Chat is lagging - up to a 6 second delay.
This is most likely your internet connection struggling to keep up the streaming of video, audio and chat simultaneously.

The service will prioritise audio/video fidelity over chat, as these are less forgiving of delays.