

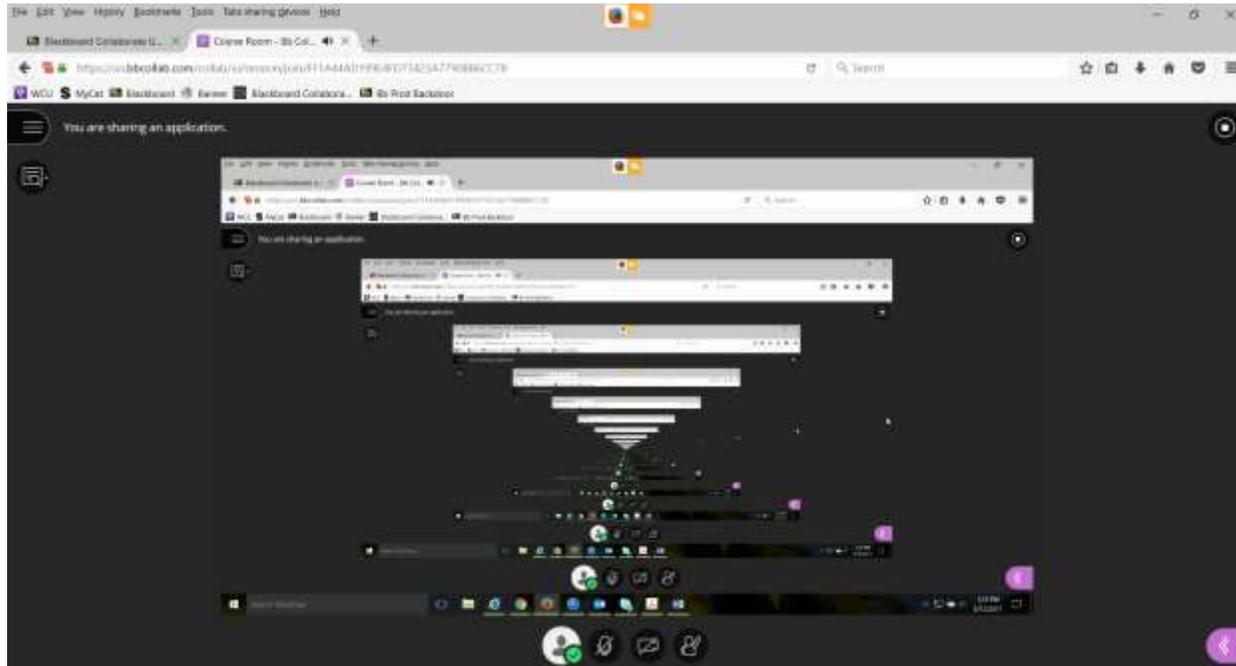
Blackboard Collaborate Ultra for Instructors

Best Practices

Below are some best practices on using Blackboard Collaborate.

- System and Computer Requirements
 - 256 MB Ram
 - 20 MB free disk space
 - 28.8 kbps Internet Access
 - Soundcard with microphone and headphone or have a USB headset with microphone.
 - Webcam is optional
- Managing Bandwidth and Internet Access
 - Turn off your video camera to reduce the amount of data being sent and received
 - Make sure that you have a robust or excellent Wi-Fi signal strength. Plug directly into the router if possible.
 - Avoid sharing the entire desktop. Share single applications only such as Word or a browser window. Minimize the browser to a reasonable size but not full screen.
 - As much as possible, avoid flipping between applications excessively during a session. This will also use more bandwidth.
 - When switching applications, make sure that that the students can see what you are displaying before you begin.
- Holding an online meeting
 - Find a comfortable place with little or no distractions.
 - Restart your computer before the session to make sure that you do not have any unnecessary software running. This can cause connectivity issues during a session.
 - Before the session, attach your camera and microphone if they are not built into your computer.
 - We recommend using Firefox as your browser. Firefox should be downloaded and installed prior to your first session. (<http://www.mozilla.com>) You can use other browsers to bring up web pages that you wish to use during your session.
 - Join the session 5 – 10 minutes early. Setup your audio and video when you first join.
 - Take a moment to watch the *Interface Tour video* at: <https://www.youtube.com/watch?v=SQH-SkjMGOU>

- When you are in a session and the screen below appears, *do not panic*. This is what appears when you are changing applications to share.



- Plan what you intend to present to your students. Upload and PowerPoint presentations or PDF files before the day of your session.
- Take a few minutes a day or two before your session to practice what you plan to do during your session. This will allow you to focus on your presentation and not on the technology.
- Where to get Help
 - Please call or email the LMS Team in the Coulter Faculty Commons if you run into any issues. If you have trouble using the software and do not report the issues, we are not able to help you avoid these problems in the future.
 - Please use the videos below to assist you as you work in your session:
 - Collaborate Ultra Installation:
<https://wcu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=c237d29e-0e3e-4eb1-b12d-b9497379b4cd>
 - Session Creation:
<https://wcu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=dee7add8-1cf9-4c59-a1d6-f011ddaccbc5>
 - Entering a Session and Sharing Your Webcam:
<https://wcu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=b2732d5a-f32a-4dd9-89a7-99790ee08223>
 - Resource Sharing:
<https://wcu.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=ab690b66-280b-4920-9d50-a2c6e8b33715>