



**Job Aid Objective:** This job aid provides faculty with an overview on best practices and techniques while moderating a Blackboard Collaborate Ultra session. This includes:

- Best Practices for Using Collaborate Ultra (p.1)
- User Roles and Associated Permissions (p.1)
- Attach/Detach Attendee Panel (p.2-3)
- Recording a session (p.3)
- Using the Whiteboard Tools (p.4)
- Managing Shared Content (p.5)
- Engagement Tools (p.6-8)
- Next Steps and Additional Resources (p.8)

After you've prepared for your session and familiarized yourself with the basic features of Blackboard Collaborate Ultra, you're ready to start moderating a session. Also, you may want to save the following job aids to refer back to [Ultra: Getting Started Job Aid](#) and [Ultra: Preparing for a Session](#)

**Best Practices for Using Collaborate Ultra**

- Put together an agenda or outline of what you want to cover during your Collaborate Ultra session and refer to it as needed during your session.
- Review any job aids for the tools you plan to use (i.e. sharing content, polling, share screen) prior to your session and consider having them handy in case you need a quick refresher.
- Set a timer and add a chat message letting your students know that you will be starting shortly a few minutes prior to the session start time. Check out the [Ultra: Timer Job Aid](#).
- Use your webcam during the session only when necessary; streaming video through your webcam uses quite a bit of bandwidth and can slow down the functionality of the other tools.
- Monitor the chat panel and attendee panel frequently to ensure you do not miss questions or comments. See the section, below, for more on the Attach/Detach Attendee Panel p. 2-3.
- Remember to "Start Recording" at the beginning of your session, it is not automatically recorded.

**User roles and Associated Permissions**

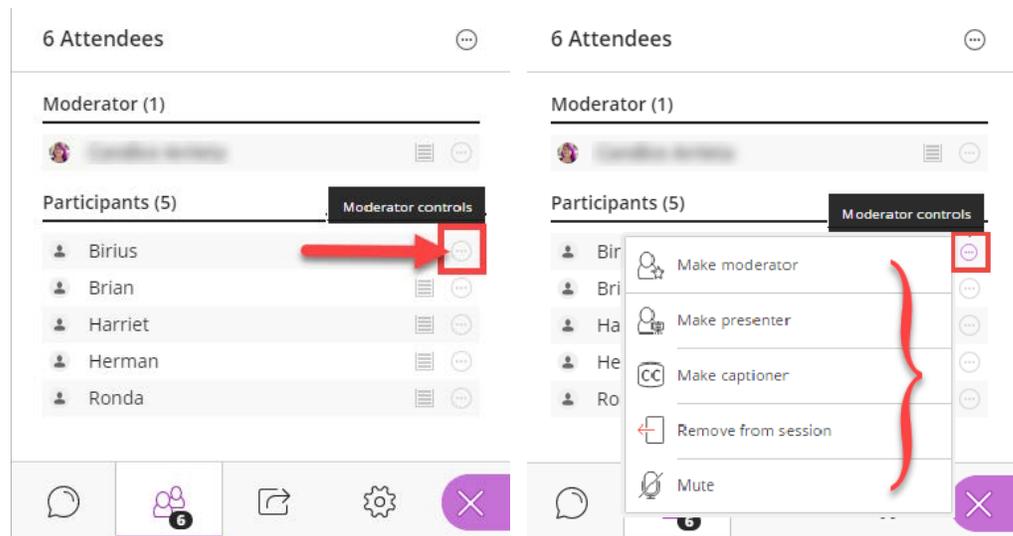
*User Roles:* Below are the role descriptions. Each role comes with different permissions.

Moderator	Presenter	Participant	Captioner
<ul style="list-style-type: none"> <li>• Full control</li> <li>• See and lower hands</li> <li>• Control other roles</li> <li>• Set session settings</li> </ul>	<ul style="list-style-type: none"> <li>• Allow students or guests to present</li> <li>• See and lower hands</li> <li>• Upload/share content</li> </ul>	<ul style="list-style-type: none"> <li>• Set notification settings</li> <li>• Privileges set by moderator</li> </ul>	<ul style="list-style-type: none"> <li>• Moderator assigns in session</li> <li>• Area to type is provided</li> </ul>

**Step 1:** After opening the Collaborate Panel, click on the “Attendees” icon at the bottom of the screen. The icon also shows the number of participants in the session room.



**Step 2:** To change a role, mute, or remove from a session, select a participant by clicking on the settings icon next to his/her name. Make your selection.



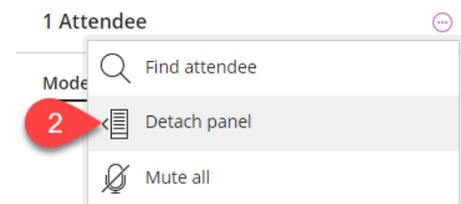
### Attach/Detach Attendee Panel

**\*Best Practice:** Detaching the attendee panel allow you as the moderator to see the Attendee panel at the same time as the chat messages. It also allows you to navigate to the Shared Content or My Settings while still having the ability to view the attendees.

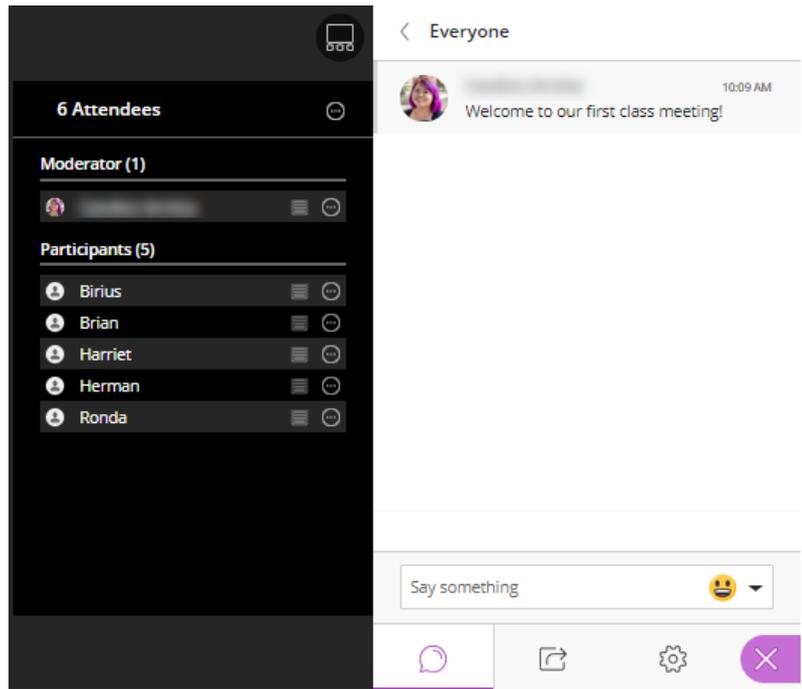
**Step 1:** In the Attendees panel, click on the “More options” menu.



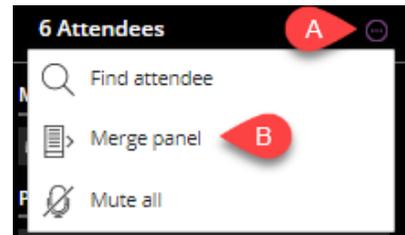
**Step 2:** A drop down menu will appear, click on Detach Panel.



**Step 3:** You will then see 2 right-hand panels. The attendee panel and the Collaborate panel. This option allows you as the moderator to see the attendees list and chat simultaneously.



**Step 4:** To merge or re-attach the panels, simply click on the more options icon in the attendee panel (A) and select Merge panel (B).



### Recording the Session

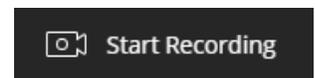
***\*Best Practices and Notes:***

- Recordings must be manually started. It will not start automatically—make sure to provide yourself with a reminder. Sessions that are not recorded will not be saved within your course.
- Keep in mind that there is no pause button. Any recording that is stopped and resumed will appear as a separate recording.
- Activity in breakout groups is not recorded.
- After a session ends, it should take approximately 30 minutes for the recording to show up in the recordings section of the Ultra page. If you have waited more than an hour and the recording still hasn't shown up, please contact Faculty Concierge ([facultyconciierge@nu.edu](mailto:facultyconciierge@nu.edu) or 877-533-4733 option 2) to submit a help ticket.

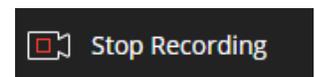
**Step 1:** To begin recording, click the black tab at the top left of the screen to open the session menu.



**Step 2:** In the session menu, click on Start Recording.



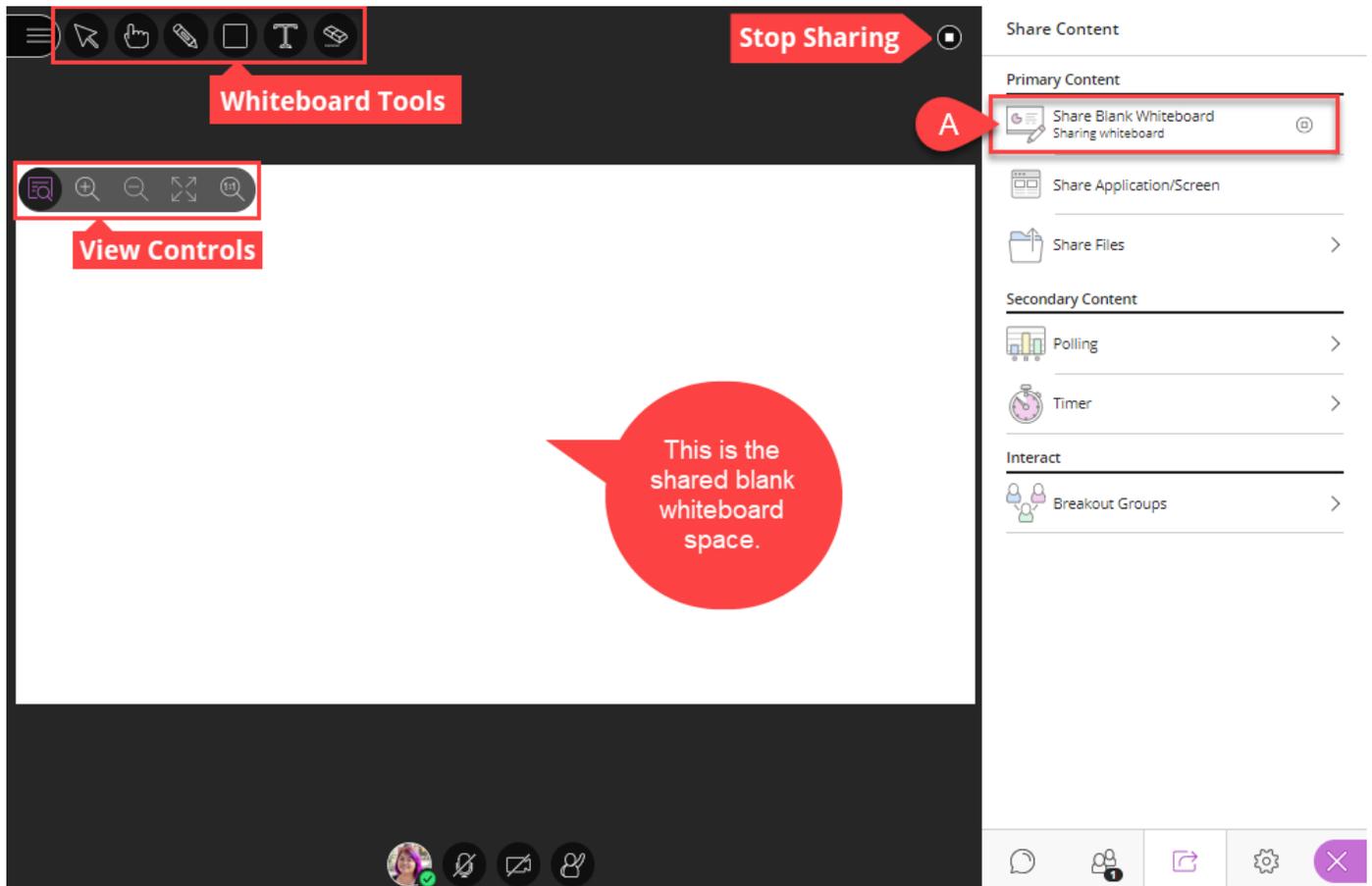
**Step 3:** To end the recording, click on Stop Recording in the session menu.



## Using the Whiteboard Tools

**\*Best Practice:** The whiteboard is a great tool to use for a discussion-based collaborative activity that doesn't require too much preparation, such as a quick brainstorm. The whiteboard tools can be used while sharing a blank whiteboard or files (.pdf, .ppt, or image). To encourage student engagement, you'll want to make sure that the whiteboard tools have been activated for students to use.

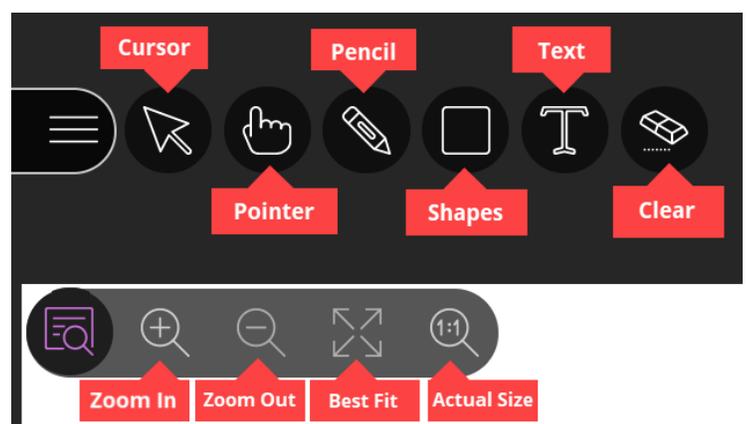
**Step 1:** Click on "Share Blank Whiteboard" in the Collaborate panel (A). Note the key areas of the whiteboard.



**Step 2:** In the upper left-hand corner, click on a tool icon and start annotating the whiteboard. If you want students to access these tools, make sure that permission is activated.

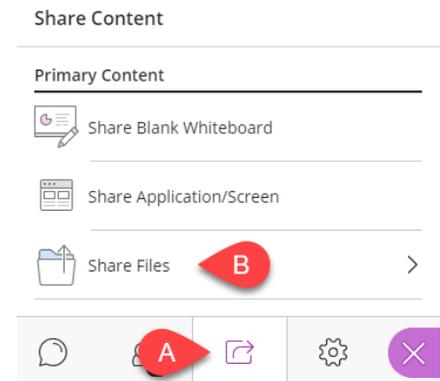
*\*For more detailed descriptions of the Whiteboard tools see:*

[Ultra: Interface and Tool Reference Guide](#)



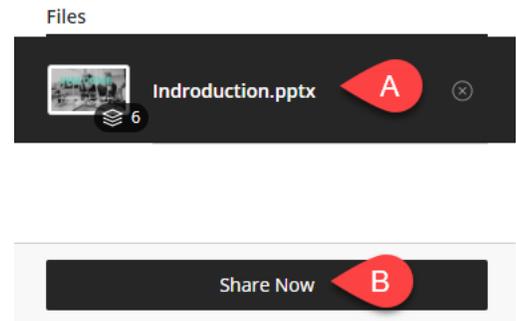
**Managing Shared Content:** As seen in the [Ultra: Preparing for a Session Job Aid](#), your pre-uploaded files (PDFs, PowerPoints, and images) can be found within the Share Files area of Shared Content.

**Step 1:** To make the file visible to students, within the Collaborate panel, click on the “Share Content” icon (B), and click on “Share Files” (C).

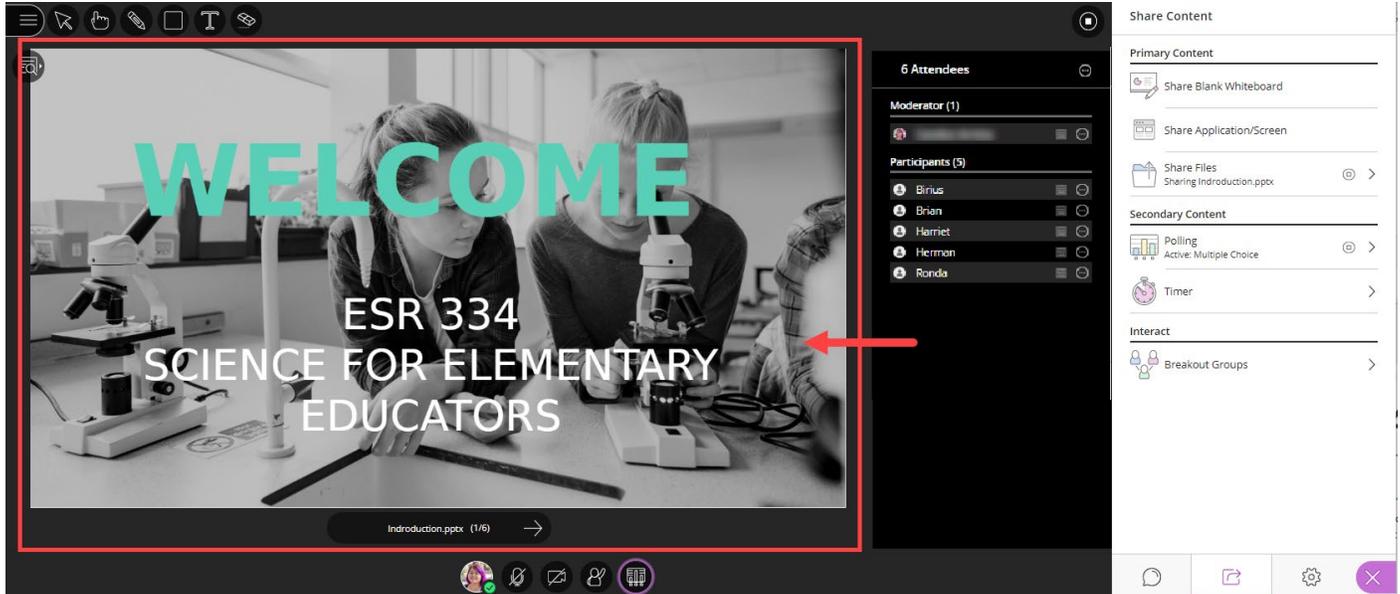


**Step 2:** In the Share Files area, select the file (A) and click Share Now (B).

*\*Best Practice – If you plan to use a file at the beginning of your session, share the file at least 5 minutes prior to the start time of your session.*



**Step 3:** You will see the shared content on the Main Stage.



For more detailed information about sharing content, applications, and screen see –

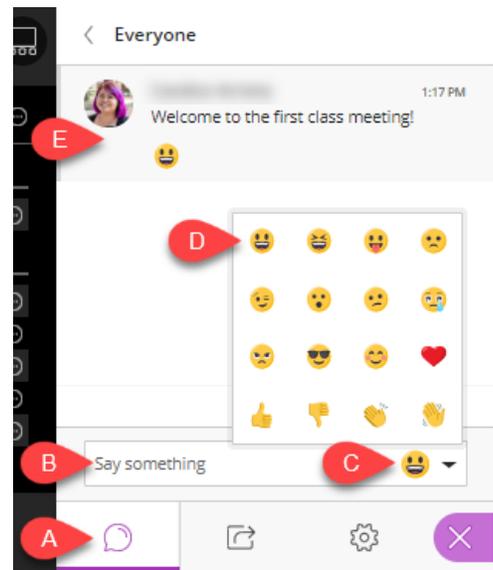
[Ultra: Sharing Content Job Aid](#)

[Ultra: Sharing Your Screen Using 1 Monitor](#)

**Engagement Tools:** There are various ways that you can easily engage students in sessions using tools like chat and emojis, raising hand, polling, or status/feedback. When asking students to participate let them know how you would like them to participate (ex: raise your hand, give me a thumbs up in the chat, etc.)

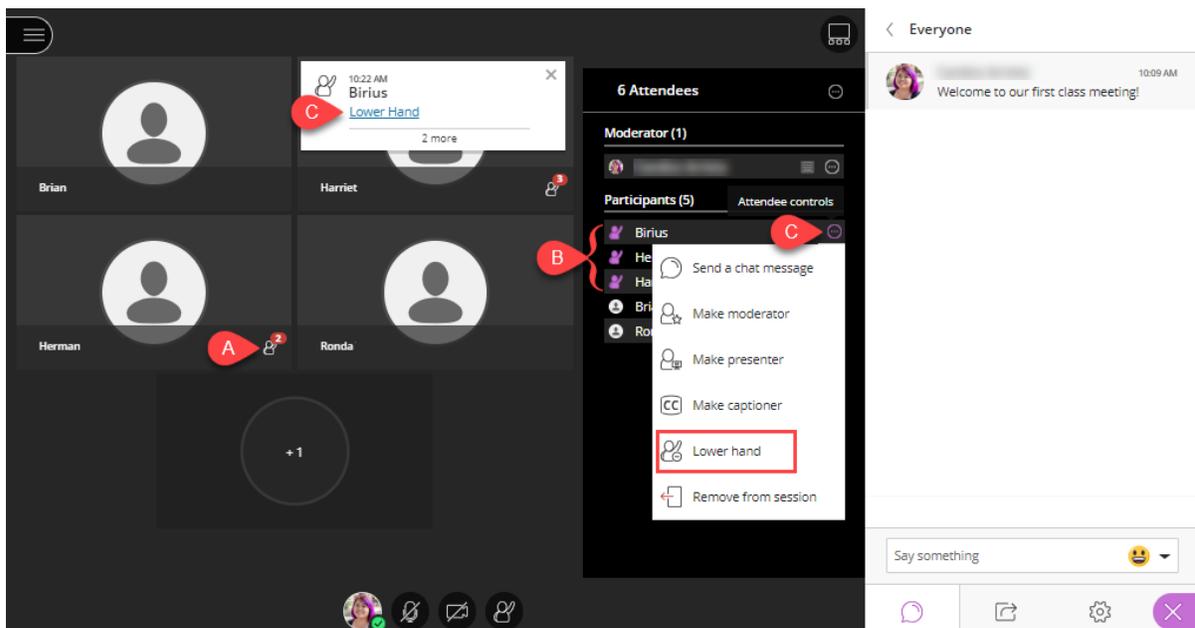
**Chat:** Using chat is one of the easiest ways to make your sessions more engaging. Most students are already familiar with a chat or text-message style of communication. Only the messages in the “Everyone” chat are included in the session recordings. Messages in a private chat or in breakout groups are not recorded.

- A) Click on the Chat icon in the open collaborate panel.
- B) Type your comment in the text box at the bottom of the right-hand navigation.
- C) To use emojis, click on the smiley face icon.
- D) An option menu will pop up, then select an emoji.
- E) Then hit the Enter/Return key on your computer keyboard and your chat message and emoji will appear in the chat field.



**Hand Raising:** Just like an in-person class, you as the moderator can prompt students to “raise their hand,” when they need your attention or if they have a question or comment.

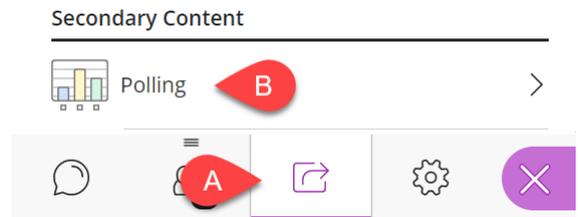
- A) When a student raises their hand, you will see a small hand in each tile with an order number. The order numbers let you know whom to call on first.
- B) You can also see whose hands are raised in the Attendees panel.
- C) The moderator can clear the raised hands by clicking on “Lower hand” in the notification banner or within the Attendee controls.



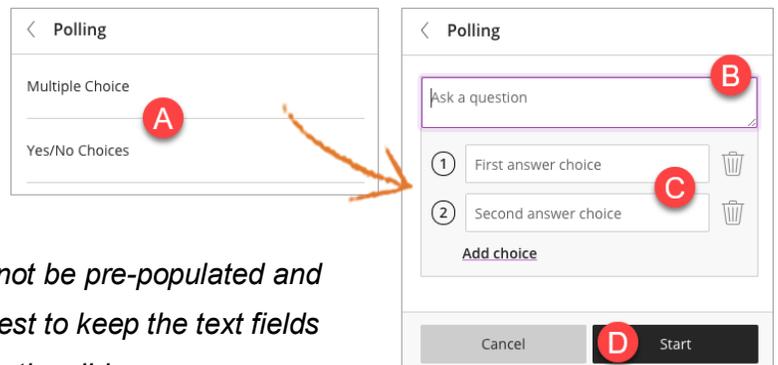
**Polling:** You can also use polling to keep your participants engaged. It can also be used as helpful way to check the participant's understanding and/or receive reflective feedback. You may also want to use polling questions periodically throughout your session.

*\*Best Practice: Share a pre-uploaded a slide with the question and answer options, this slide may also be built into a PowerPoint presentation or PDF file.*

**Step 1:** To create a poll, in the open Collaborate panel, click on Share Content (A) and then click on Polling (B).

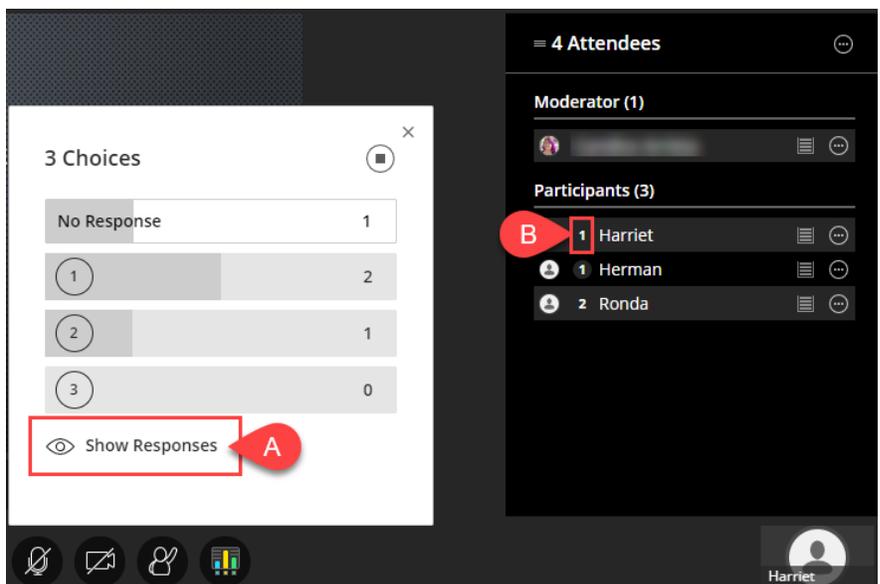


**Step 2:** Select between Multiple Choice (max of 5 answers) or Yes/No Choices (A), leave the question (B) and answer (C) fields blank. Then click Start (D).

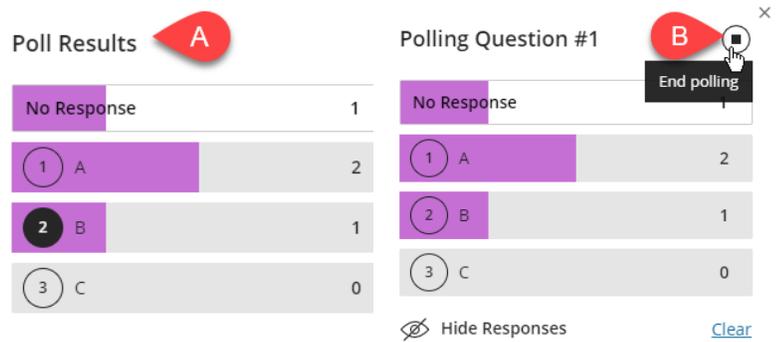


*\*Note: You can manually type in the questions and answers, but the text cannot be pre-populated and must be typed before each use. It's easiest to keep the text fields blank, but refer to the polling question on the slide.*

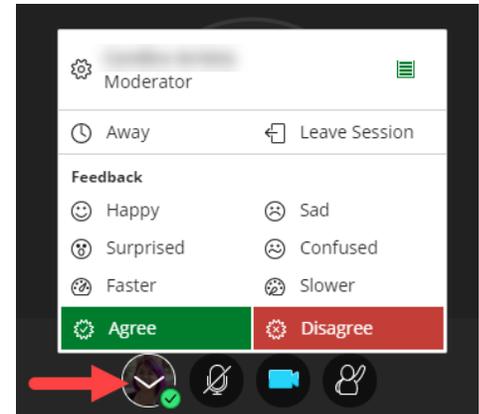
**Step 3:** The polling window will appear above the main stage tools. Participants will make their selections and then you can lock the poll if you choose (so participants can't change their answer) by clicking on **Show Responses** (A). As the moderator, you can see individual responses in the attendees (B).



**Step 4:** Participants can only see their answer and the overall polling results on the main stage (A). When you are done with the poll, click the stop icon (B).



**Status and Feedback:** As the moderator, you can use this feature to prompt participants to give visual feedback by clicking on their profile picture in the Main Stage tools and selecting their feedback. Users can also change their status to “Away.”



### Next Steps and Additional Resources

[Ultra: Moderating Breakout Groups Job Aid](#)

[Ultra: Locating Recorded Sessions Job Aid](#)

[Ultra: Session Attendance Report Job Aid](#)