

## Add Interactivity to your Blackboard Course Using Blackboard's Collaboration Tools

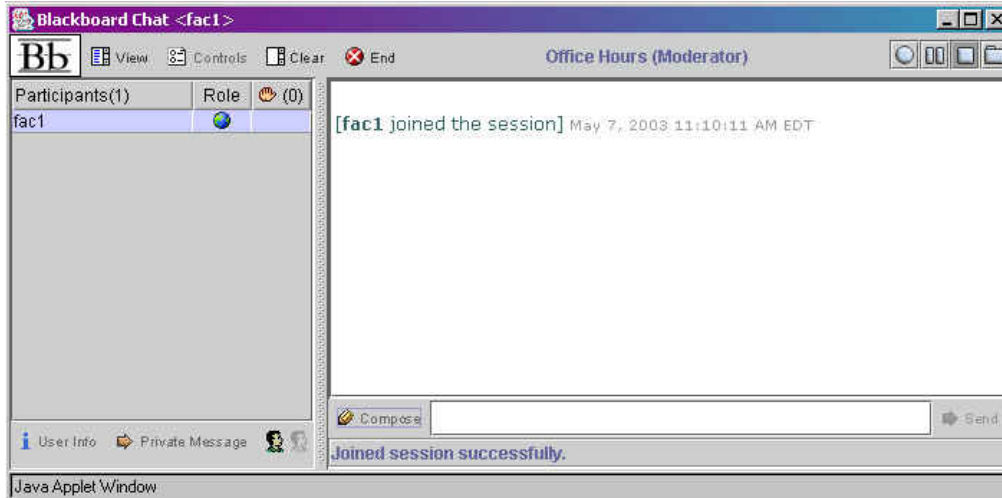
### COLLABORATION: LIGHTWEIGHT CHAT

The Lightweight Chat tool allows you to communicate in real-time with your class. You can call on students, control what parts of the tool they have access to, record archives, remove students from the session, and in general do the things you can do in a real classroom.

#### Entering a Collaboration Session

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left (or click on the Collaboration link in the main course view under Communication).
2. If you have previously created sessions, you will see a list of all collaboration sessions in alphabetical order by session name.
3. Find the collaboration session you wish to join.
4. Click the **Join** button to the right of the collaboration session name.
5. You will see a page that says "Chat Loading." Depending on your connection speed, it may take a few minutes to download everything necessary for the chat to run.
6. A new window will appear. This is the **Lightweight Chat Tool**.
7. The Lightweight Chat window has two major panes. On the left, you are shown a list of all users currently in the chat room. On the right, you see all messages sent to the group.



## Changing Your Viewing Options for Private Messages

You can set your chat window to display private messages either *inline* (with the other messages you send and receive) or in a *separate frame* (which creates a new pane in the Lightweight Chat window which contains only private messages).

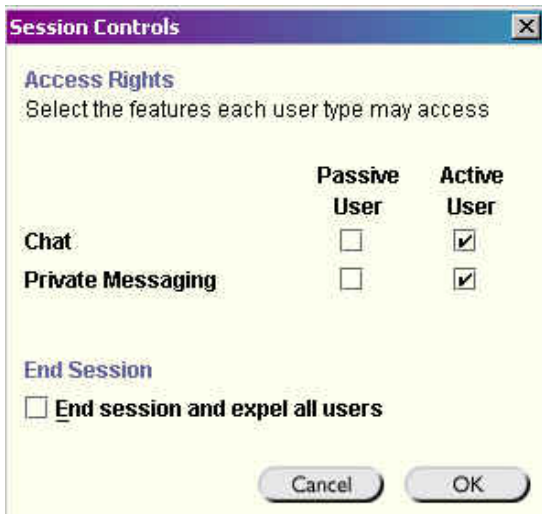
From the Lightweight Chat Tool:



1. Click the **View** button.
2. A new window, labeled **Session Options** will appear.
3. Select the radio button next to **Show in-line** or **Show in separate frame**.
4. Click the **OK** button.

## Configuring Access Rights for Active and Passive Users

You can determine what parts of the Lightweight Chat Tool users have access to, and you can differentiate between Active and Passive users.



From the Lightweight Chat Tool:

1. Click the **Controls** button.
2. The **Session Controls** window will appear.
3. Click the boxes next to each feature you want **Active Users** and **Passive Users** to have access to. In the Lightweight Chat Tool, you have the ability to set access to the following tools:
  - a. **Chat** allows users to type messages that are sent to all users and stored in the archive.
  - b. **Private Messaging** allows users to send private messages that are seen only by the recipient. Users can receive private messages even if they can not send them—so as a moderator, you can send private messages even if your students

can not.

4. Click the **OK** button.

## Sending and Receiving Messages

In the Lightweight Chat, the right pane of the window is dedicated to group information. The large pane toward the upper right is used to display messages and login information (and depending on how you have configured your options) see the “Setting the View” directions for more information) may include private messages as well. To send a message:

From the Lightweight Chat Tool:

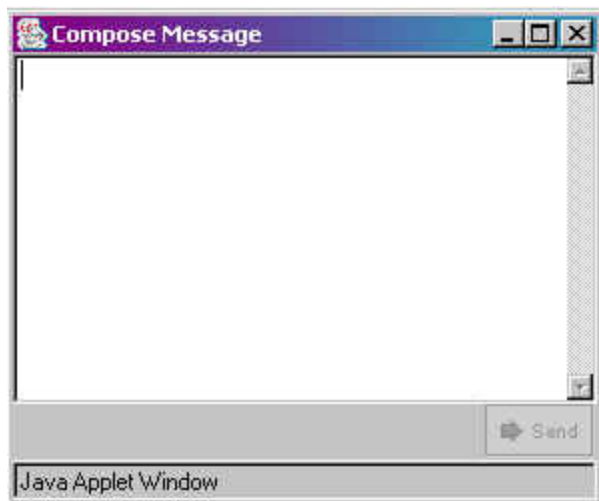
1. The right pane of the Lightweight Chat window has all messages sent to the group. If you have just joined, you should see a message saying that you have joined the session (and a timestamp).
2. To send a message, click in the field just to the right of the **Compose** button.
3. Type your message and click the **Send** button (or press return).
4. In the window above the text field, you should see your name (or your username, depending on your privacy settings), followed by your message text, followed by a date and timestamp.
5. The message you have just sent will appear in the same box for everyone currently in the chat session. In addition, if you are recording an archive, the message will appear there (for more information on this, see the directions on recording archives).
6. Messages that other users send will appear in the same window pane yours did.



## Sending Longer Messages

You may occasionally wish to send a longer message than will fit in the compose field. If you'd like to send a longer message, you can do it by using the **Compose** button.

From the Lightweight Chat Tool:



1. Click the **Compose** button.
2. A window labeled **Compose Message** will appear. You can type your message here. While typing, pressing **Enter** or **Return** will insert line breaks; however, these line breaks will not appear when the final message is sent.
3. When your message is complete, click the **Send** button.
4. The smaller window will close and your message will be sent to the class.

## Sending a Private Message

From the Lightweight Chat Tool:

1. Click on the name (or User ID) of the participant you wish to send a private message to in the **Left** pane. The user's name, role, and status will be highlighted in purple.
2. Click the **Private Message** button.
3. A new window, labeled **Compose Private Message**, will appear.
4. Type your message into the text field of the **Compose Private Message** window.
5. Press the **Send** button.
6. Your message will appear in your chat window (depending on how you've set the options, it may appear inline or in a frame on the right) and in the window of the user you've sent it to, but will not appear in any other user's chat window.

**Note:** Private messages will not show up in the archives for the chat.

## Clearing Your Display



You can clear out your record of previous chat messages (as well as clear the screen for all your students).

From the Lightweight Chat Tool:

1. Click on the **Clear** button.
2. The **Clear Display** window will appear.
3. Click the radio button next to **Clear Local Display Only** or **Clear All Users' Display**, depending on what you want to do.
4. Click the **OK** button.

## Managing Users

In the Lightweight Chat, the left pane of the window is dedicated to information about participants in the session. You can sort users, change their roles, call on them, view their personal information, and send them private messages using this pane. Users are assigned one of three roles: **moderators**, **active users**, and **passive users**, and you can control which tools active and passive users have access to.

## Viewing Participants

From the Lightweight Chat Tool:

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stu1		

1. The left pane will show you a list of all current participants in the chat.
2. The number of current participants appears at the top of the list (in parentheses, after the word "Participants").
3. Users who have set their name to be publicly available in their **Privacy Settings** will have their

first and last names appear here. Users who have not set their name to publicly available will have their user ID displayed.

4. Next to each participant's name, an icon displaying the user's **role** will be displayed:
  - a. Users who are **Moderators** of the chat have a **Globe** icon.
  - b. Users who are **Active Users** have a face in profile icon.
  - c. Users who are **Passive Users** have the same face icon, but it is grayed out.
5. To the right of the user role, there is a column for the **Raised Hand** icon. If you have set users to **Passive Users** roles, they can raise their hands to ask questions—for more information on this, see the directions to **Call on Users with Raised Hands**.

### Sorting the Participant List

You can sort participants by **name**, **role**, or **order in which they raised their hands** (if you are using active and passive users).

From the Lightweight Chat Tool:

1. In the left pane, click on the criteria you wish to sort by.
2. If you click on the **Participants** tab, you will sort participants in alphabetical order by user name or last name, depending on each user's privacy settings (you only see first and last names of users who have made that information available).
3. Clicking on **Role** will sort users by role (moderators, active users, and passive users).
4. Clicking on the **Hand** icon will sort users by whether they have their hand raised, and if they do, by the order in which they raised their hands.
5. Clicking on a sort button again will reverse the order of the sort.

### Viewing User Info

From the Lightweight Chat Tool:

1. Click on the name (or User ID) of the participant whose info you wish to view. The user's name, role, and status will be highlighted in purple.
2. Press the **User Info** button.
3. A new window will appear with all information from the user's profile that is publicly available (this depends on the user's privacy settings, but may include name, email, address, job title, and phone numbers).

### Changing a User's Status

You can change any user (or a group of users) from **Active** to **Passive** users and back again. This will change their access rights, depending on how you have configured access rights.

From the Lightweight Chat Tool:

1. Click on the name (or User ID) of the participant whose status you wish to change. The user's

name, role, and status will be highlighted in purple. If you need to select more than one user, you can shift click or control click on the additional users you need to select.

2. Immediately to the right of the **Private Message** button, you will see a button with the **Active User** icon (which looks like a profile of a person) and another button with the **Passive User** icon.
3. If you wish to change the user or users to **Active Users** click the **Active User** button.
4. If you wish to change the user or users to **Passive Users** click the **Passive User** button.
5. You can also change the role of a single user by double-clicking on the **Role** icon next to their name in the participant list.

## Calling on Passive Users

If you have passive users in your lightweight chat session, they have the option to “raise their hand” by pressing a button that appears (only for passive users) below the participant list (for details on this, see the student documentation on the Lightweight Chat tool). You will see a hand icon appear next to their name, next to a number. This indicates the order in which students raised their hands. To call on a student with a raised hand.

From the Lightweight Chat Tool:

1. Find the user you wish to call on in the list of participants.
2. Double click on the **Hand** icon next to the user’s name.
3. To change the user back to **Passive** once they have finished talking or asking their question, follow the directions for **Changing a User’s Status** above.

## Expelling a User

If a user is being disruptive, as the moderator, you have the option to expel them from the collaboration session. You can’t block them from re-entering, however, unless you remove them from your course completely.

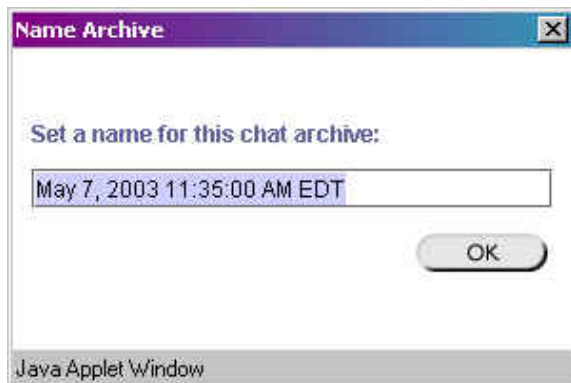
From the Lightweight Chat Tool:

1. Click on the name (or User ID) of the participant whose info you wish to view. The user’s name, role, and status should highlight in purple.
2. Press the **User Info** button.
3. In the **User Information** window that appears, press the **Expel User** button.
4. The **Expel User** window will appear. Click the **OK** button.
5. The user will be expelled from the chat.

## Recording an Archive

Archives let you record what people say in a chat session. Once you have recorded an archive for a particular chat session, you can review, sort, modify, and remove archives—for more information on this, please see the section on **Managing Archives**. To record an archive:

From the Lightweight Chat Tool:



1. Press the **Record** button. It's in the upper right and is shaped like a circle.
2. The **Name Archive** window will appear. Enter the name for the chat archive. The default is the current date and time.
3. Click the **OK** button.
4. A message will appear that indicates that you have started archiving.
5. In addition, below the **Compose** field, a message will appear for all users that indicates the current state of **Archiving**.



6. While recording is in progress, you can press the **Pause** button to stop recording without having to start a new archive.
7. When you have finished recording your archive, press the **Stop** button. You can leave the virtual classroom without stopping the archive and it will continue recording.

### Inserting a Bookmark into an Archive

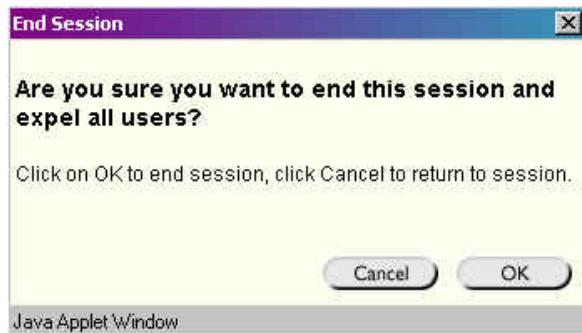
If someone makes a particularly salient point that you think you'll want to return to while you're recording an archive (or if you have a long-running archive and want to mark a particular time) you can insert a bookmark. This will create a place in the archive that users can jump to when viewing the archive.

From the Lightweight Chat Tool:

1. You must be recording an archive to insert a bookmark.
2. Press the **Insert Bookmark** button to the right of the **Record**, **Pause** and **Stop** buttons.
3. The **Create Bookmark in Archive** window will appear.
4. Enter a name for the bookmark in the text field.
5. Click the **OK** button.

### Ending a Collaboration Session

When you have finished a collaboration session with the Lightweight Chat tool, you have the option of expelling all users as you close the session.



From the Lightweight Chat Tool:

1. Press the **End** button.
2. The **End Session** window will appear.
3. Click the **OK** button.
4. All users will be expelled from the collaboration session and the session will be over.

### More Information

**Q.** I recorded an archive, but students tell me they can't see it!

**A.** Archives are created as unavailable by default. See the section on **Managing Archives** for more information.

**Q.** I expelled a student from the Lightweight Chat tool, but he/she keeps returning! How can I expel them permanently?

**A.** You can't! You could remove them from your class entirely, but there's no way to block someone from entering a collaboration session.

**Q.** What are the system requirements for using the **Lightweight Chat** tool?

**A.** You must have a java-enabled browser with a recent version of Java (version 1.4.2). If you have problems loading the chat, you can follow the link on the page that appears in Blackboard when you click the **Join** button to download the **Java Plug-In**.

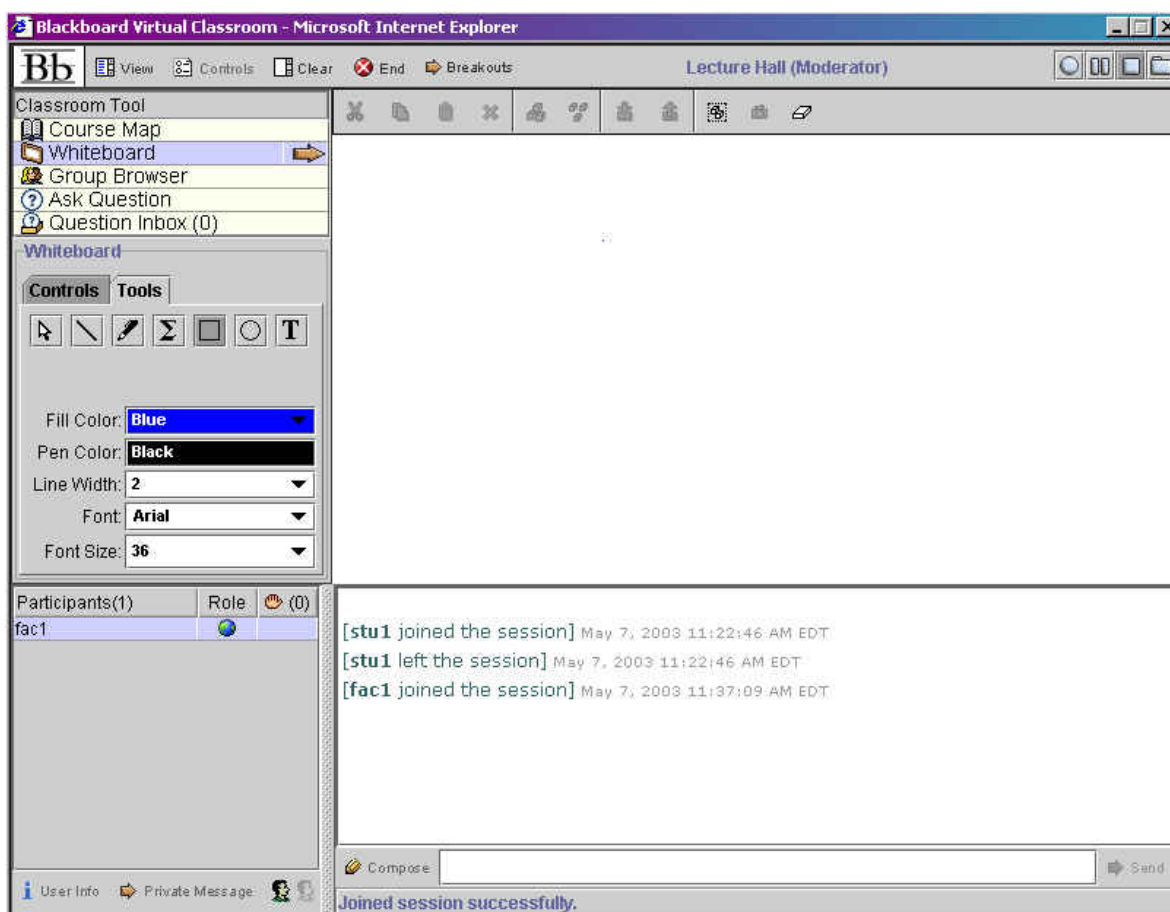
## COLLABORATION: VIRTUAL CLASSROOM

The **Virtual Classroom** tool allows you to communicate in real-time with your class. It gives you more tools than are found in Lightweight Chat—you can draw on a whiteboard, create slides, browse the web with your class, and field questions and answers. **NOTE:** Your screen resolution should be set to 1024 x 768 for optimum viewing.

## Entering a Collaboration Session

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. You will see a list of all collaboration sessions in alphabetical order by session name.
3. Find the collaboration session you wish to join.
4. Click the **Join** button to the right of the collaboration session name.
5. You will see a page that says “Chat Loading.” Depending on your connection speed, it may take a few minutes for everything necessary for the chat to run to download.
6. A new window will appear. This is the **Virtual Classroom**.



7. The Virtual Classroom window has four major panes. On the upper left, you see a list of all the tools available in the Virtual Classroom (the **Course Map**, the **Whiteboard**, the **Group Browser**,

the **Ask Question** tool, and the **Question Inbox**). On the upper right, you see the currently active tool. On the lower right, you see all messages sent to the group. On the lower left, you are shown a list of all users currently in the chat room.

## Changing Your Viewing Options for Private Messages

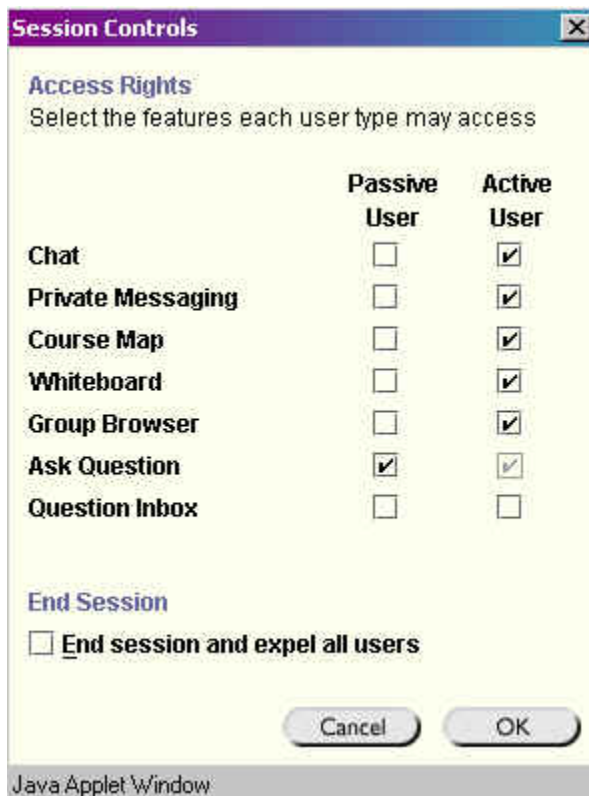
You can set your chat window to display private messages either *inline* (with the other messages you send and receive) or in a *separate frame* (which creates a new pane in the Virtual Classroom window which contains only private messages).

## Configuring Access Rights for Active and Passive Users

You can determine what parts of the Virtual Classroom users have access to, and you can differentiate between Active and Passive users.

From the Virtual Classroom:

1. Click the **Controls** button.
2. The **Session Controls** window will appear.
3. Click the boxes next to each feature you want **Active Users** and **Passive Users** to have access to. In the Virtual Classroom, you have the ability to set access to the following tools:
  - a. **Chat** allows users to type messages that are sent to all users and stored in the archive.
  - b. **Private Messaging** allows users to send private messages that are seen only by the recipient. Users can receive private messages even if they can not send them—so as a moderator, you can send private messages even if your students can not.
  - c. **Course Map** allows users to bring up parts the classroom—e.g., bring up a document posted in the **Course Documents** area.
  - d. **Whiteboard** allows users to draw, create equations, create slides, write on the board, and move objects on the board around.
  - e. **Group Browser** lets users display web pages for all users.
  - f. **Ask Question** lets users send questions to your **Question Inbox** (which only users with access to the **Question Inbox** can see).
  - g. **Question Inbox** lets users see questions that have been submitted but not answered (and lets users answer them).
4. By default, **Active Users** have access to everything except the **Question Inbox**. **Passive Users** have access only to the **Ask Question** area.



of

5. Click the **OK** button.

**Note:** *Users can always see the other areas—even if a user does not have access to the **Group Browser** in the **Session Controls**, they can see the **Group Browser**. They just can't browse to a different page with it.*

## **Sending and Receiving Messages**

In the Virtual Classroom, the lower left pane of the window is dedicated to group information. The large pane toward the upper right is used to display whichever tool you are currently using (e.g., **Whiteboard**, **Group Browser**). The lower right pane is used to display messages and login information (and depending on how you have configured your options (see the “Setting the View” directions for more information) may include private messages as well.

For additional information on **Sending Longer Messages, Sending a Private Message, Clearing Your Display, Viewing and Sorting Participants, Viewing/Changing User Info, etc.** see the corresponding sections under the **Lightweight Chat instructions**.

## **Managing Users**

In the Virtual Classroom, the lower left pane of the window is dedicated to information about participants in the session. You can sort users, change their roles, call on them, view their personal information, and send them private messages using this pane. Users are assigned one of three roles: **moderators, active users, and passive users**, and you can control which tools active and passive users have access to.

## **Calling on Passive Users**

If you have passive users in your virtual classroom session, they have the option to raise their hand by pressing a button that appears (only for passive users) below the participant list (for details on this, see the student documentation on the virtual classroom tool). You will see a hand icon appear next to their name, next to a number. This indicates the order in which students raised their hands.

## **Expelling a User**

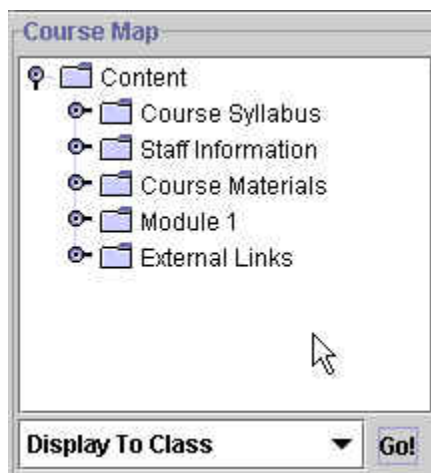
If a user is being disruptive, as the moderator, you have the option to expel them from the collaboration session. You can't block them from re-entering, however, unless you remove them from your course completely.

## **Using the Classroom Tools**

The big difference between the **Virtual Classroom** and the **Lightweight Chat Tool** is that the Virtual Classroom gives you access to the **Classroom Tools**, which you can use to display web pages, draw on the board, display pages from your course, etc. There are five Classroom Tools: **Course Map, Whiteboard, Group Browser, Ask Question**, and the **Question Inbox**. You can tell which tool is currently being displayed to users by looking at the Classroom Tools pane—the tool with an arrow to the

right of it is currently being seen by all users.

## Using the Course Map



The **Course Map** tool lets you display pages from the content areas of your class to all users in the collaboration session.

### Displaying Content from your Course to Users

From the Virtual Classroom:

1. Click the **Course Map** button in the **Classroom Tool** pane (upper left).
2. A list of the Course Content Areas will appear in the pane below the Classroom Tool pane.
3. Move through this as you would the Course Map. Click on folders to open them.
4. When you have found the content you wish to display, click on it. It should be highlighted in purple.
5. Immediately below the Course Map area, select **Display to Class** in the drop-down menu.
6. Click the **Go** button.

**Note:** The **Course Map** tool will not directly display files that have been added as attachments, tests, or assignments. You can use the tool to display the folder or area these things are in, but you must ask students to click on the link from that folder.

### Previewing Content from your Course in a New Window

If you'd like to see how different areas will look before displaying them to the class, you can preview content.

From the Virtual Classroom:

1. Click the **Course Map** button in the **Classroom Tool** pane (upper left).
2. A list of the Course Content Areas will appear in the pane below the Classroom Tool pane.
3. Move through this as you would the Course Map. Click on folders to open them.
4. When you have found the content you wish to display, click on it. It should be highlighted in purple.
5. Immediately below the Course Map area, select **Preview in New Window** in the drop-down menu.
6. Click the **Go** button.
7. A new window will appear with the selected course information, exactly as it will appear to others if



you choose the **Display to Class** option.

### Refreshing the Tree in the Course Map Area

Recently posted material may not show up in the Course Map area unless you refresh the tree—this checks the course map against the actual course content and updates it.

From the Virtual Classroom:

1. Click the **Course Map** button in the **Classroom Tool** pane (upper left).
2. A list of the Course Content Areas will appear in the pane below the Classroom Tool pane.
3. Immediately below the Course Map area, select **Refresh Tree** in the drop-down menu.
4. Click the **Go** button.
5. The Course Map should now reflect all recent changes to your course content areas.

### Using the Whiteboard

The **Whiteboard** lets you draw, write, and create slides for your class.

### Using the Drawing Tools

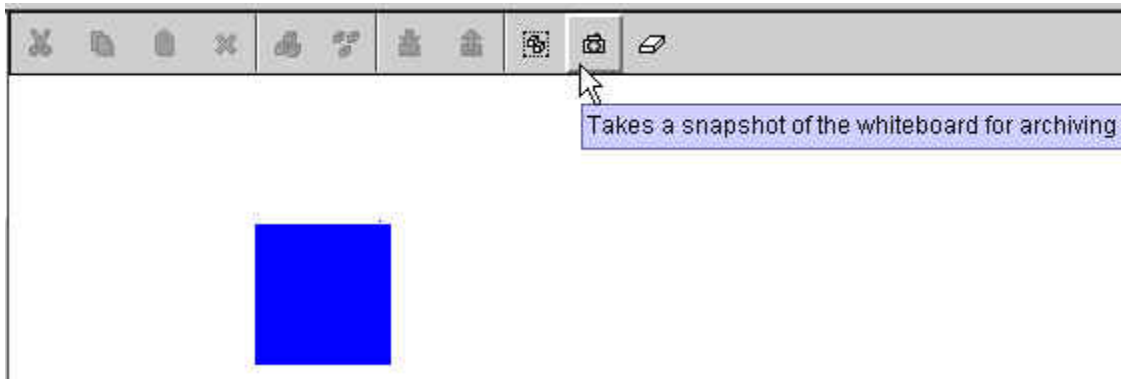
The Whiteboard features a simple version of the same drawing tools you find in programs like Paint. There's a **Select** tool to move objects around, a **Line** tool to draw straight lines, a **Marker** tool to draw freehand, an **Equation** tool to insert equations, a **Rectangle** tool to draw rectangles, an **Oval** tool to draw ovals, and a **Text** tool to insert text. Below each tool are a number of options—you can change colors, size, and font.

### Adding a Snapshot of the Whiteboard to an Archive

If you'd like an image of the current contents of the Whiteboard to be added to an archive, you can create a snapshot. You must be recording an archive for this feature to be available (see the directions on **Recording an Archive** below).

From the Virtual Classroom:

1. Click the **Whiteboard** button in the **Classroom Tool** pane (upper left).
2. Click the **Tools** tab in the Whiteboard pane that appears.
3. Click the **Snapshot** button (it looks like a camera and is directly above the whiteboard).



4. A **Message** window reading “A Snapshot of the whiteboard has been taken” will appear.
5. Click the **OK** button.

### Clearing the Whiteboard

You can quickly erase all figures on the Whiteboard.

From the Virtual Classroom:

1. Click the **Whiteboard** button in the **Classroom Tool** pane (upper left).
2. Click the **Clear Whiteboard** button (it an eraser and is directly above the Whiteboard).
3. The **Clear Document** confirmation window will appear.
4. Click the **OK** button.



looks like

**Note:** This only affects the currently displayed Whiteboard page. To remove a Whiteboard page entirely, see the directions for **Deleting a Whiteboard Page** below.

### Whiteboard Pages

As you’ve probably noticed, creating a diagram with any detail on the Whiteboard is pretty labor-intensive. Fortunately, the Whiteboard allows the creation of multiple Whiteboard pages, which you can navigate through. These pages remain in the Virtual Classroom even if you leave it, so you can create a series of Whiteboard pages ahead of time (even when the collaboration session is not available to students) and navigate through them as your collaboration session progresses). Because you can create multiple collaboration sessions (see the directions on **Managing Collaboration Sessions** for details), you can create different sets of Whiteboard pages for different sessions, and these will be saved until you are ready to use them. Pages are controlled through the **Controls** tab of the **Whiteboard** tool.

## Adding a Whiteboard Page

From the Virtual Classroom:

1. Click the **Whiteboard** button in the **Classroom Tool** (upper left).
2. Click the **Controls** tab in the Whiteboard pane that appears.
3. The **Whiteboard** controls will appear. This displays an icon for each Whiteboard page—by default, you have only one called Page 1.
4. Click the **Add Whiteboard Page** button (it looks like a sign and is in the upper right hand corner of the **Controls** plus tab).
5. A new page will appear on the **Controls** tab.



pane  
icon  
one,  
plus  
tab).

**Note:** When you create a new page, the Whiteboard does not automatically display it. Follow the directions for **Displaying a Whiteboard Page** below to move to the new page to edit it).

## Displaying a Whiteboard Page

From the Virtual Classroom:

1. Click the **Whiteboard** button in the **Classroom Tool** pane (upper left).
2. Click the **Controls** tab in the Whiteboard pane that appears.
3. Click on the page you would like to display in the **Controls** tab.
4. Click the **Display** button in the controls tab.

## Deleting a Whiteboard Page

From the Virtual Classroom:

1. Click the **Whiteboard** button in the **Classroom Tool** pane (upper left).
2. Click the **Controls** tab in the Whiteboard pane that appears.
3. Click on the page you would like to delete in the **Controls** tab.
4. Click the **Delete Whiteboard Page** button in the **Controls** tab (it looks like an X and is in the upper right of the **Controls** tab).
5. The **Delete Document** window will appear.
6. Click the **OK** button.

## Using the Group Browser

The **Group Browser** lets you display web pages for your class. Unlike previous versions of Blackboard, however, the Group Browser does not display a new page for everyone if you click on a link—you must enter each page separately.

## Displaying a Web Page



From the Virtual Classroom:

1. Click the **Group Browser** button in the **Classroom Tool** pane (upper left).
2. Enter the URL you wish to display in the **Address** field.
3. Select **Display to Class** in the drop-down menu below the address field.
4. Click the **Go!** button.

## Previewing a Web Page in a New Window

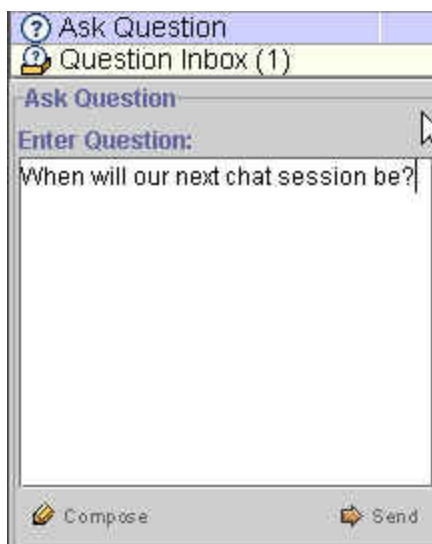
This feature lets you look at a website before displaying it to the class.

From the Virtual Classroom:

1. Click the **Group Browser** button in the **Classroom Tool** pane (upper left).
2. Enter the URL you wish to display in the **Address** field.
3. Select **Preview in New Window** in the drop-down menu below the address field.
4. Click the **Go!** button.
5. A new window will appear with the URL you specified. If you'd like to display it to the class, simply close the window, select **Display to Class** in the drop-down menu, and click the **Go!** button again.

## Using the Ask Question Tool

The **Ask Question** tool is designed for students to ask questions of the instructor. These questions are stored in the **Question Inbox** tool and are not displayed to all users until they are answered by the instructor. Instructors will rarely use the **Ask Question** tool themselves.



### Asking a Question

From the Virtual Classroom:

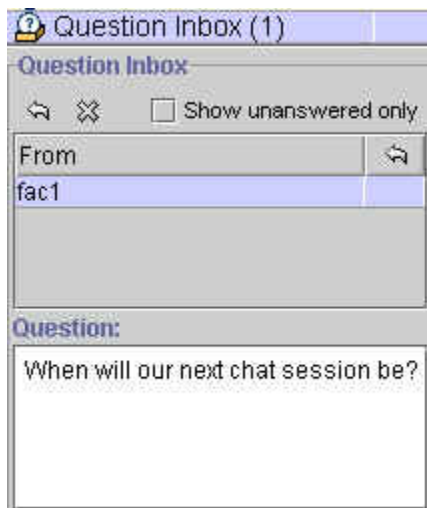
1. Click the **Ask Question** button in the **Classroom Tool** pane (upper left).
2. Enter the question in the **Enter Question** field.
3. Click the **Send** button.
4. The question is sent to the **Question Inbox** tool, where it remains until answered.

### Asking a Long Question

If a question is too long to fit in the **Enter Question** field, the **Compose** button can be used instead.

From the Virtual Classroom:

1. Click the **Ask Question** button in the **Classroom Tool** pane (upper left).
2. Click the **Compose** button in the **Ask Question** pane.
3. The **Submit Question** window will appear.
4. Enter the question in the **Compose Your Question** field.
5. Click the **Send** button.
6. The **Submit Question** window closes and the question is sent to the **Question Inbox** tool, where it remains until answered.



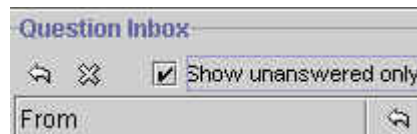
### Using the Question Inbox Tool

When a student asks a question using the **Ask Question** tool, the question is sent to the **Question Inbox**, where it remains until the instructor answers it. The **Question Inbox** tool lets you see all questions and respond to them privately or publicly. The number to the right of the words **Question Inbox** in the **Classroom Tool** pane indicates the number of unanswered questions in the **Question Inbox**.

### Viewing Questions

From the Virtual Classroom:

1. Click the **Question Inbox** button in the **Classroom Tool** pane (upper left).
2. A list of all questions will appear in the **Question Inbox** pane. You can see who each question is from and whether you have responded to it or not (questions you have responded to have a curved arrow to the right of the name of the person who asked them).
3. Clicking on each question displays the question text in the **Question** field.



### Displaying only Unanswered Questions

You can choose to only display questions you have not responded to.

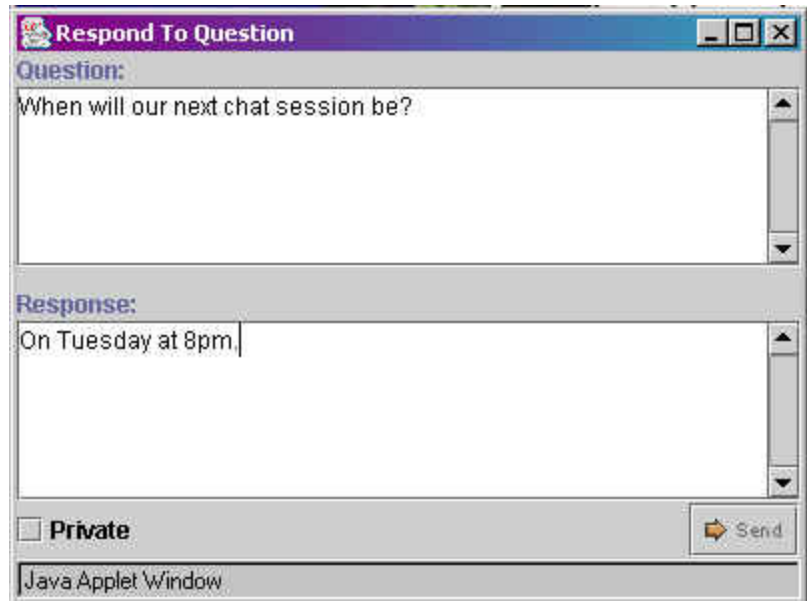
From the Virtual Classroom:

1. Click the **Question Inbox** button in the **Classroom Tool** pane (upper left).
2. A list of all questions will appear in the **Question Inbox** pane.
3. Click the **Show unanswered only** checkbox above the list of questions.
4. To display all questions again, uncheck the box.

## Responding to a Question

From the Virtual Classroom:

1. Click the **Question Inbox** button in the **Classroom Tool** pane (upper left).
2. A list of all questions will appear in the **Question Inbox**.
3. Click the question you wish to respond to. The question text will appear in the **Question** field.
4. Click the **Respond to Current Question** button. It looks like a curved arrow, and is in the upper left of the **Question Inbox** pane.
5. The **Respond to Question** window will appear.
6. You can edit the question you have been asked in the **Question** field.
7. Type your answer in the **Response** field.
8. Click the **Send** button.
9. The **Respond to Question** window will close, and both the question and your answer will appear in the **Chat** pane for all users.



## Responding to a Question Privately

You can send a question response only to the person who asked it.

From the Virtual Classroom:

1. Click the **Question Inbox** button in the **Classroom Tool** pane (upper left).
2. A list of all questions will appear in the **Question Inbox**.
3. Click the question you wish to respond to. The question text will appear in the **Question** field.
4. Click the **Respond to Current Question** button. It looks like a curved arrow, and is in the upper left of the **Question Inbox** pane.
5. The **Respond to Question** window will appear.
6. You can edit the question you have been asked in the **Question** field.
7. Type your answer in the **Response** field.
8. Check the **Private** checkbox.
9. Click the **Send** button.
10. The **Respond to Question** window will close, and both the question and your answer will appear in the **Chat** pane for the user who asked it.

**Note:** Private questions and answers are not stored in the archives.

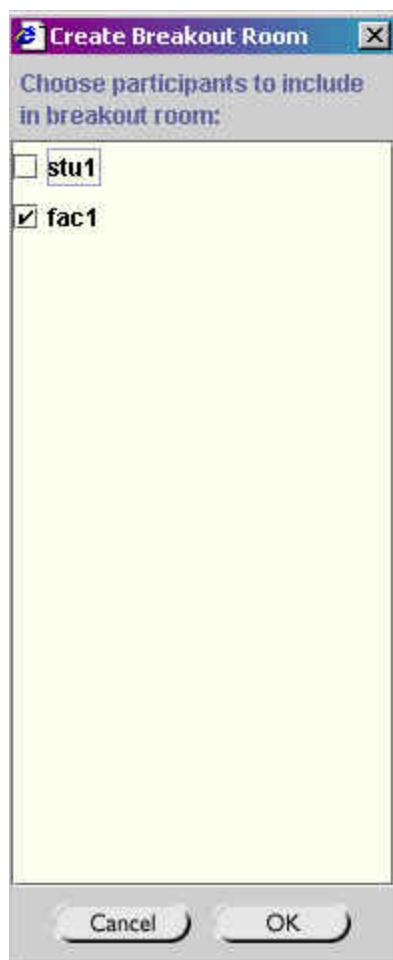
## Deleting a Question from the Inbox

You can delete a question without responding to it.

From the Virtual Classroom:

1. Click the **Question Inbox** button in the **Classroom Tool** pane (upper left).
2. A list of all questions will appear in the **Question Inbox**.
3. Click the question you wish to delete.
4. Click the **Delete Question** button (this looks like an X, and is in the upper left of the **Question Inbox** pane).
5. The question will be deleted.

**Note:** There is no confirmation window for the **Delete Question** pane. Once you click the button, the question is gone.



## Breakout Sessions

You can create a Breakout Session during a Collaboration Session. This is a new Virtual Classroom window that can be used for a smaller group discussion.

From the Virtual Classroom:

1. Click the **Breakouts** button.
2. The **Create Breakout Room** window will appear.
3. Select the users you want in the breakout session from the list by checking their names.
4. Click the **OK** button.
5. A new Virtual Classroom window will appear with the selected users as members. This window will be labeled with the name of the collaboration session plus the word "Breakout."
6. When you have finished the breakout session, end it as you would end any other collaboration session.

## Recording an Archive

Archives let you record what people say in a chat session. Once you have recorded an archive for a particular chat session, you can review, sort, modify, and remove archives—for more information on this, please see the section on **Managing Archives**.

## Inserting a Bookmark into an Archive

If someone makes a particularly salient point that you think you'll want to return to while you're recording an archive (or if you have a long-running archive and want to mark a particular time) you can insert a bookmark. This will create a place in the archive that users can jump to when viewing the archive.

## Ending a Collaboration Session

When you have finished a collaboration session with the Virtual Classroom tool, you have the option of expelling all users as you close the session.

For additional information on **Managing Archives and Ending a Collaboration Session** see the corresponding sections under the **Lightweight Chat instructions**.

## More Information

**Q.** I recorded an archive, but students tell me they can't see it!

**A.** Archives are created as unavailable by default. See the section on **Managing Archives** for more information.

**Q.** I recently put content in my course and I'd like to display it to my class using the **Course Map** tool. However, the items I've added do not appear in the Course Map. What's going on?

**A.** Recently added items don't appear unless you **Refresh the Tree** on the Course Map. See the directions above.

**Q.** I expelled a student from the Lightweight Chat tool, but he/she keeps returning! How can I expel them permanently?

**A.** You can't--you could remove them from your class entirely, but there's no way to block someone from entering a collaboration session.

## MANAGING ARCHIVES

You can use the archive recording tool to create archives of chat sessions. For more information about recording archives, see the **Virtual Classroom** and **Lightweight Chat** sections.

## Viewing an Archive

From the **Control Panel**

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the collaboration session that you want to view archives for.
3. Click the **Archives** button to the right of the Session Name. Only collaboration sessions for which

you have recorded archives will have an archive button.

### Session Archives

[▶ Back to Collaboration Sessions](#)

Search by:  Archive Name  Creation Date (MM-DD-YY)

Displaying archives 1-1 of 1

Archive Name	Date Created	Archive Duration (day:hr:min:sec:ms)	
May 7, 2003 11:35:42 AM EDT	May 7, 2003 at 11:35 AM EDT		<input type="button" value="Manage"/> <input type="button" value="Remove"/>

1 Archives  
 Displaying archives 1-1

### Archive Properties

**1 Edit Archive Name**  
 Archive Name:

**2 Availability To Students**  
 Available:  Yes  No

**3 Submit**  
 Click "Submit" to finish. Click "Cancel" to abort this process.

- To view an archive, click on the name of the archive. You will see every posting and action. You will not see any record of drawings made on the whiteboard (in **Virtual Classroom** archives), nor will you see private messages (even those intended for you). If a student asks a question using

4. You will see a list of all archives available for that collaboration session. Each has an **Archive Name** (set when you started recording—the default is the name of the collaboration session plus the date you created the archive), the **Date Created** (which is the time and date you started archiving), and the **Archive Duration** (the difference--to the millisecond, no less!) between the time you started archiving and the time you stopped—time when the archive is paused still counts toward the value of the archive duration, for some reason). If the **Archive Duration** is blank, this archive is still recording.

the Q. & A. feature (in **Virtual Classroom** archives) and you answer privately, you will be able to see neither the question nor the response. If you answer publicly, you will be able to see the question, but not your response (though this doesn't make much sense, that's how it goes).

6. You can see an archive that is still being recorded (it won't have an **Archive Duration**) but it may not feature everything that's been said yet. The final archive file is created when you stop recording.

Name Archive

Set a name for this chat archive:

Java Applet Window

### Searching Archives

You can search the list of archives to find archives that meet set criteria. It appears from the panel that you can search by **Archive name** or **Creation Date**. However, the **Creation Date** search tool does not work.

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the collaboration session that you want to view archives for.
3. Click the **Archives** button to the right of the Session Name. Only collaboration sessions for which you have recorded archives will have an archive button.
4. In the **Search** area, click the **Archive Name** or **Creation Date** radio button.
5. Enter your search criterion in the text box below the radio buttons. If you are searching for **Creation Date**, be sure to enter your date in the MM DD YY format—note the spaces. If you omit the spaces (or use the format recommended by the search form) you will get an error. However, the search function still doesn't find any matching dates—the search doesn't seem to work. Note that the **Archive Name** search is a substring search, not a search of the initial letters.
6. Click the **Search** button.
7. Your results will be listed below

**Note:** As noted above, the **Creation Date** search does not work.

### Sorting Archives

By default, archives are organized in alphabetical order by Archive Name. However, you can also sort them by date created or duration.

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the collaboration session that you want to view archives for.
3. Click the **Archives** button to the right of the Session Name. Only collaboration sessions for which you have recorded archives will have an archive button.
  - a. Click on the **Triangle** icon above **Archive Name**, **Date Created**, or **Archive Duration**.
  - b. Sorting by **Archive Name** will display archives in alphabetical order by archive name. Archives with the same name will be sorted by date of creation.
  - c. Sorting by **Date Created** will display archives in chronological order by creation date.
  - d. Sorting by **Archive Duration** will display archives from shortest to longest duration.
4. Your current sorting option will be indicated by an orange triangle icon (the others will be white).

### Modifying an Archive

If you want your students to be able to view an archive, you must make it available. By default **archives are unavailable**, so you must follow these steps before your students can see the archive (they will be able to see that it *exists*, but they will be unable to read it).

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the collaboration session that you want to view archives for.

3. Click the **Archives** button to the right of the Session Name. Only collaboration sessions for which you have recorded archives will have an archive button.
4. Click the **Manage** button to the right of the archive you wish to modify.
5. You can change the name of the archive in the **Archive Name** field.
6. You can make the archive available to students by clicking the **Yes** radio button in the **Availability to Students** area.
7. Scroll down to the bottom and click the **Submit** button.

## Removing an Archive

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the collaboration session that you want to view archives for.
3. Click the **Archives** button to the right of the Session Name. Only collaboration sessions for which you have recorded archives will have an archive button.
4. Click the **Remove** button to the right of the archive you wish to modify.
5. Click the **Delete** button on the confirmation page that appears.

## More Information

**Q.** I had a chat session, but now I don't see an archive. What happened?

**A.** Unlike previous versions of Blackboard, chat archives are no longer created automatically. To create an archive, you must press the **Record** button while in the chat. The archive will continue to record until you press stop—so if you want a continued archive, just enter the chat, hit record, and leave (only instructors can start recording).


## MANAGING COLLABORATION SESSIONS

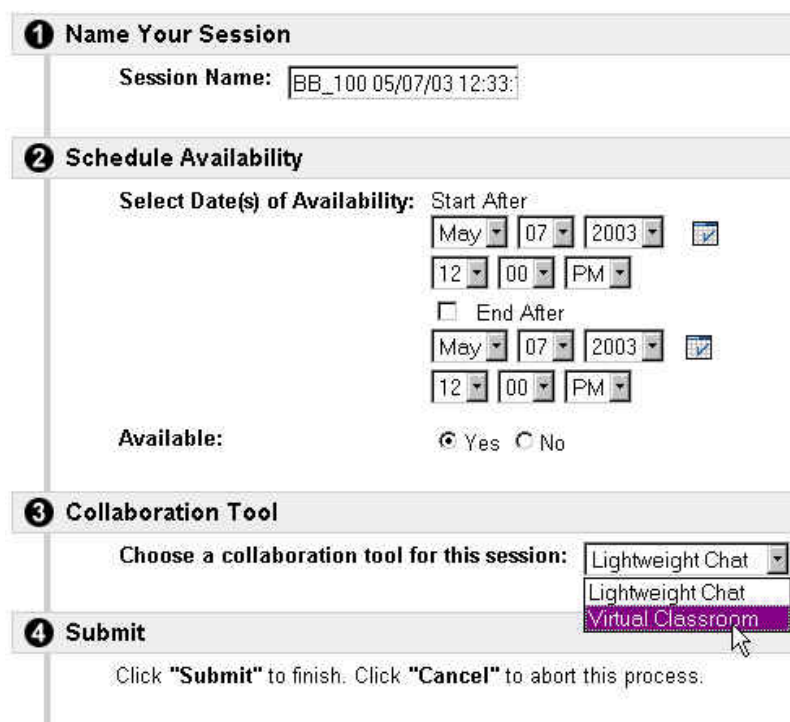
The **Collaboration** tools let you create and participate in real-time lessons and discussions with your students. There are two versions of the collaboration tool: the **Virtual Classroom** and the **Lightweight Chat**. The **Virtual Classroom** lets instructors and students browse the web, participate in question and answer sessions, and participate in chats. The **Lightweight Chat** only features the **Chat** tool. Both collaboration tools give you the ability to record archives that can be made available to students.

## Creating Collaboration Sessions

Unlike past versions of Blackboard, the collaboration tools are no longer only available in a fixed area of the classroom. Instead, they are organized in sessions that you create, and can have names and dates of availability. By default, two collaboration sessions are created when your course is created—one is the “Lecture Hall” session, which uses the Virtual Classroom tool, and the other is the “Office Hours” session, which uses the Lightweight Chat tool. To create more sessions:

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. You will see a list of all collaboration sessions in alphabetical order by session name—if you have not yet created a session, you should see the two default sessions, “Lecture Hall” and “Office Hours.” You can sort sessions, filter them, and search for sessions with particular criteria—for details, see below.
3. Click the  **Create Collaboration Session** button.



4. In the **Name Your Session** area, enter a name for your session in the **Session Name** field. The default will be your **Course ID** plus the current date and time. Remember that sessions are sorted alphabetically, so if you want the session to appear in a particular place, name it accordingly (of course, you could also use the sorting tools).

5. In the **Schedule Availability** area, select the dates of availability for your session. By default, the session will become available immediately and will never expire. You can also choose to make the session unavailable (without using a trigger date) by choosing the **No** radio button in the **Available** area.

6. In the **Collaboration Tool** area, select either **Virtual Classroom** or

**Lightweight Chat.**

7. Scroll down to the bottom and click the **Submit** button.

## Filtering Collaboration Sessions

You can filter your view of collaboration sessions to see all collaboration sessions, collaboration sessions that are currently open (can be joined), collaboration sessions that have archives, or collaboration sessions that will be available in the future.

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. In the **Filter** area, select the appropriate choice from the drop-down menu:
  - a. **Show All** displays all collaboration sessions.
  - b. **Open Rooms** displays collaboration sessions that are currently available to join.
  - c. **Rooms With Archives** displays all collaboration sessions for which you have recorded an archive.

- d. **Rooms Available in the Future** displays all collaboration sessions which have an availability date in the future.
3. Click the **Go** button.
4. Filtering options remain in place until you change them or exit and re-enter the Collaboration area (at which time they are reset to **Show All**).
5. Note that if you had any **Search** options in effect when you applied a filter, you will only see collaboration settings that fit your search criterion as well as your filtering criterion.

**Note:** The **Rooms Available in the Future** option displays all collaboration sessions which have an availability date in the future, but does not check to see if they have been manually made unavailable. Thus, a session may appear in the **Rooms Available in the Future** list but not be automatically made available when the availability date is reached. By the same token, the **Open Rooms** filter looks only at availability dates. A session that is set to unavailable will be listed by the **Open Rooms** filter even though students may not access it (or even see that it exists). Oddly enough, you can only see whether a session is available from the “Manage Session” area (or by checking the **Student View** to see if the session appears for students).

## Searching Collaboration Sessions

You can search collaboration sessions to find sessions that meet set criteria. It appears from the panel that you can search by **session name**, **start date**, or **end date**. However, the **start date** and **end date** search tools do not work.

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. In the **Search** area, click the **Session Name**, **Start Date**, or **End Date** radio button.
3. Enter your search criterion in the text box below the radio buttons. If you are searching for **Start Date** or **End Date**, be sure to enter your date in the MM –DD –YY format—note the spaces before each dash. If you omit the spaces you will get an error. However, the search function still doesn't find any matching dates—neither **Start Date** nor **End Date** seems to work. Note that the **Session Name** search is a substring search, not a search of the initial letters.
4. Click the **Search** button.
5. Your results will be listed below. Note that if you had any **filtering** options in effect when you searched, only results that meet your filter criterion as well as your search criterion.

**Note:** As noted above, the **Start Date** and **End Date** searches do not work.

## Sorting Collaboration Sessions

By default, collaboration sessions are organized in alphabetical order by Session Name. However, you can also sort them by the collaboration tool that will be used, the start date, or the end date.

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Click on the **Triangle** icon above **Session Name, Tool, Start Date, or End Date**.
  - a. Sorting by **Session Name** will display sessions in alphabetical order by session name. Sessions with the same name will be sorted by date of creation.
  - b. Sorting by **Tool** will display sessions that use the **Lightweight Chat** tool followed by sessions that use the **Virtual Classroom** tool. Sessions that use the same tool will be sorted by date of creation.
  - c. Sorting by **Start Date** will display sessions that have no start date, followed by sessions that have start dates in chronological order of start date. Sessions that have the same start date will be sorted by date of creation.
3. Sorting by **End Date** will display sessions that have no end date, followed by sessions that have end dates in chronological order of end date. Sessions that have the same end date will be sorted by date of creation.
4. Your current sorting option will be indicated by an orange triangle icon (the others will be white).

### Changing Options for a Collaboration Session

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the session you wish to modify.
3. Click the **Manage** button to the right of the session.
4. Make any changes to the session you wish.
5. Scroll down to the bottom and click the **Submit** button.

### Removing a Collaboration Session

From the **Control Panel**:

1. Click the **Collaboration** link in the **Course Tools** box on the left.
2. Find the session you wish to remove.
3. Click the **Remove** button to the right of the session.
4. Click the **Delete** button in the confirmation screen.
5. The session, as well as any associated archives, is removed.

### More Information:

**Q.** I created a collaboration session, and it shows up under the list of “Open Rooms,” but my students tell me they can’t access it. What’s going on?

**A.** The session is set to unavailable. Check session availability from the **Manage Session** area.