

TEACHING LIVE ONLINE VIA WEBINAR

This guide outlines how to provide essential teaching via webinar.

A webinar is a live, synchronous online seminar. It provides the opportunity for students to interact with each other and staff in real time to support and enhance learning.

HOW TO FIND YOUR WEBINAR ROOM

Heriot-Watt provides Blackboard Collaborate Ultra to deliver webinars (other tools are also available). It can also be used for small group or 1:1 sessions.

Collaborate Ultra is integrated into Vision.

You have a webinar room provided as part of your course **Tools**' on Vision

WHAT YOU CAN DO IN YOUR WEBINAR ROOM

Your webinar room is a useful space to communicate with students and for them to interact with each other. Basic tools are as follows:

- **Audio** – you can talk to each other via microphone
- **Instant messaging** – you can talk to each other by typing in the chat
- **Sharing files** – you can share PowerPoint, PDF or JPG files.

There are several other tools available, however these are covered in separate guidance. For those starting out it is recommended to only use the basic tools.

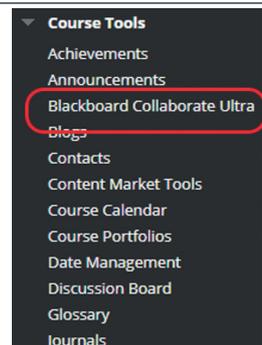
WHAT YOU NEED TO BE ABLE TO RUN OR PARTICIPATE IN A WEBINAR

	Staff	Students
Stable internet connection	✓	✓
Computer / laptop	✓	✓ Or mobile device
Headset* or good microphone and speakers.	✓	✓
Access to Blackboard Collaborate Ultra via Vision	✓	✓
Access to Blackboard App	x	✓
Presentation materials e.g. slides	✓	x

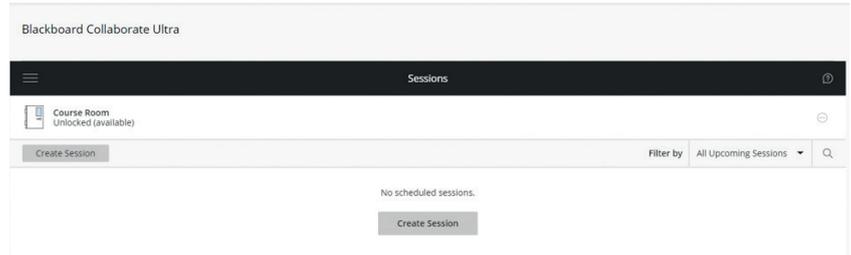
*A headset is useful as it prevents the creation of a feedback loop between microphone and speakers.

ACCESSING YOUR WEBINAR ROOM

To access the room, open your course page in Vision and then go to **Course Management** in the left-hand navigation panel. Under **Course Tools** select **Blackboard Collaborate Ultra**



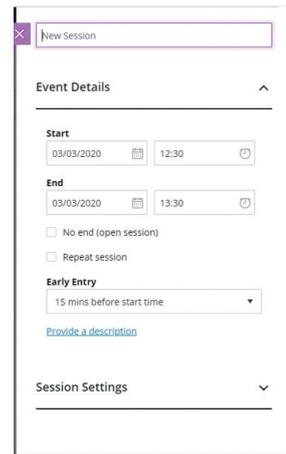
Click on the highlighted link and the tool will launch in the main window.



Click on **Create session** to start a new session.
If you have already created one or more sessions, they will appear as a list on this page.

SETTING UP A WEBINAR SESSION

From the Collaborate Ultra page, click on **Create session**. This opens a dialogue box on the right-hand side which will enable you to input the session details. Complete the boxes as required.



EVENT DETAILS

New Session: Give your session a name that students and staff will understand e.g. 'Thermodynamics webinar 27th February'.

Event details: Input the start and finish date and time.

Do not use the 'open ended option' as this will prevent recordings becoming available.

Early entry: Make the session available 30 minutes before the start as this enables students to access the room and test that their audio is working.

Provide a description: If you want to describe what will be covered include that information here.

SESSION SETTINGS

Default attendee role: Leave this as participant.

Recording: Click the box to allow recording downloads. This enables students to download and watch as many times as they like, rather than streaming the session which will take up more of their internet data.

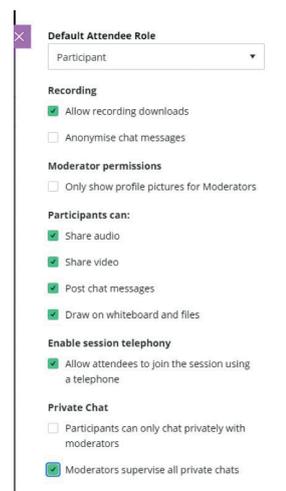
Do not anonymise chat messages as this means that any issues or inappropriate behaviour cannot be identified.

Moderator permissions: If you are concerned about internet connectivity then tick the box to only allow moderator profile pictures.

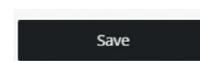
Participants can: Leave these on the default settings i.e. everything ticked.

Enable session telephony: Leave this on the default setting i.e. ticked, as this means that students can join from a phone if they wish.

Private chat: Tick the box to allow moderators to supervise all private chats.



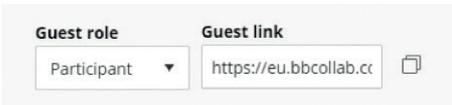
Now that you have created the settings you need to click **save** to save them



Once your session is created it will show up on the course page

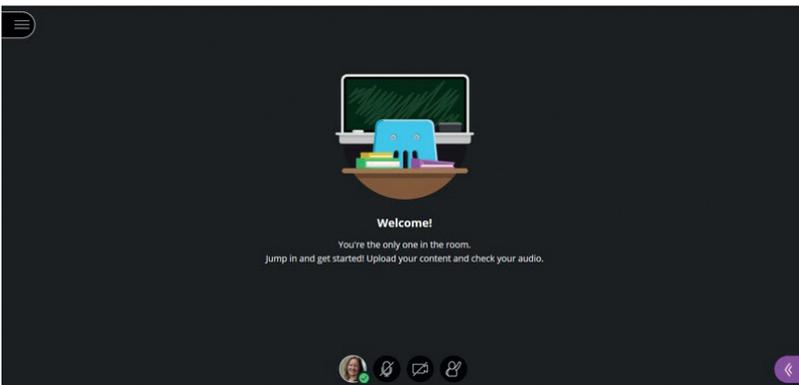


You can also find the link to the session in the set-up dialogue box. You may wish to copy and paste the link to send to students.

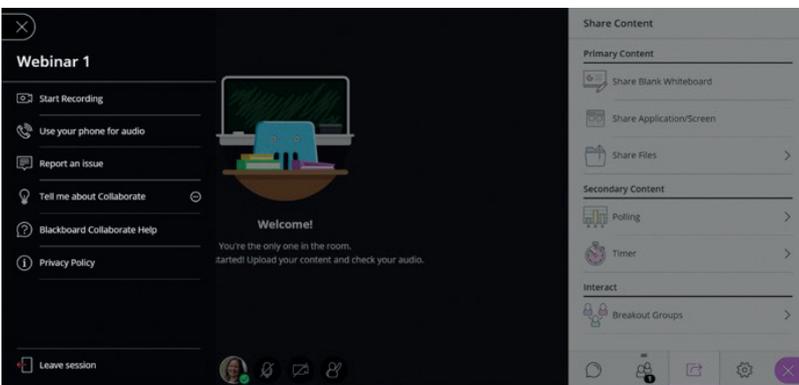


INSIDE YOUR WEBINAR ROOM

When you enter the room, it will look like this if there is nobody else in there.

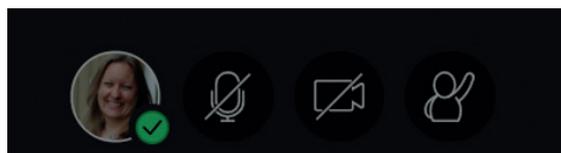


There are menus on the upper left-hand and lower right-hand side of the screen that help you navigate the tools, and buttons in the middle of the screen that offers quick settings for your communication tools, such as muting your microphone.



COMMUNICATING IN THE ROOM

You can communicate via audio, video or text.



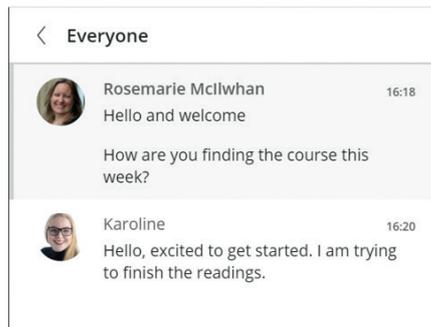
Your audio and video are controlled via tools in the middle of your screen

- microphone icon controls the microphone
- video camera icon controls the webcam

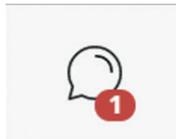
One click on the icon will turn it on (green) and clicking again when it is on will turn it off (with a line through it)

CHAT BOX

The main chat can be seen by everyone.
Anyone in the session can type in the chat.



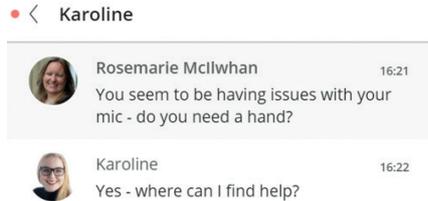
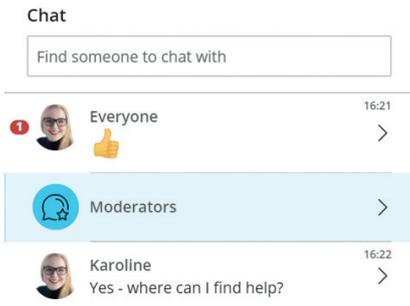
If there are messages which you haven't looked at you will get a notification in the right-hand panel with a number showing how many messages.



There are other chat options.

Private chat - Moderator can chat privately to a participant. This is handy for providing tech help or checking if a participant is OK.

Moderator chat - anyone who is a moderator can see this but nobody else can see it.



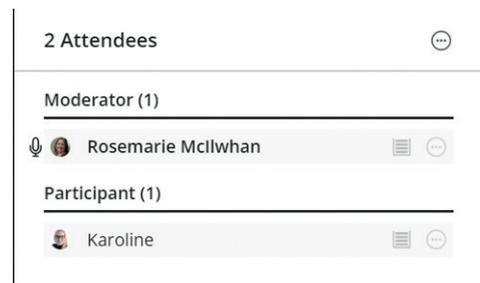
PARTICIPANT WINDOW

There is a list of all participants. It shows:

- moderators (usually staff)
- presenters (can be used for anyone presenting e.g. guest lecturers, students presenting etc.)
- participants (usually students)

Using the participant list you can see:

- whether someone has their microphone on or off (a microphone appears to the left of their name)
- where they are having connection issues (the battery symbol to the right of their name will show red / low battery)



At the bottom of the right-hand menu you will see a black circle with the number of how many people are in the room. You also receive a notification whenever someone joins the room.

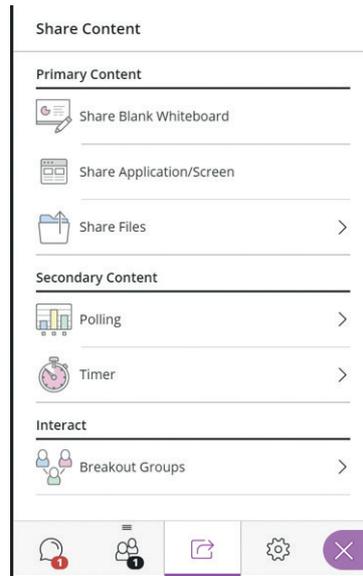


SHARE FILES

You can share images, PDFs or PowerPoint files using the **Share Files** option in the right-hand menu

Click on the **Share content** button in the right-hand menu to access the **Share content** menu.

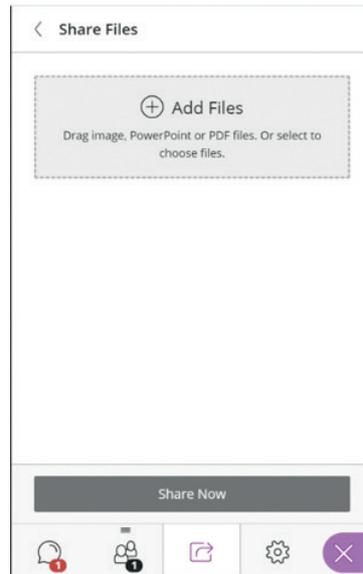
Click on **Share files** to access the file sharing menu.



Drag and drop your file into the grey box to load it into the webinar.

Or

Click on the plus beside **Add files** to open **File explorer** on your computer. You can then select the relevant file(s).



When your file is loaded you can then select the relevant page / slide and click **Share now** to show it on the screen.

When you want to stop sharing click the stop sharing button (the white square inside white circle) on the top right of the screen.

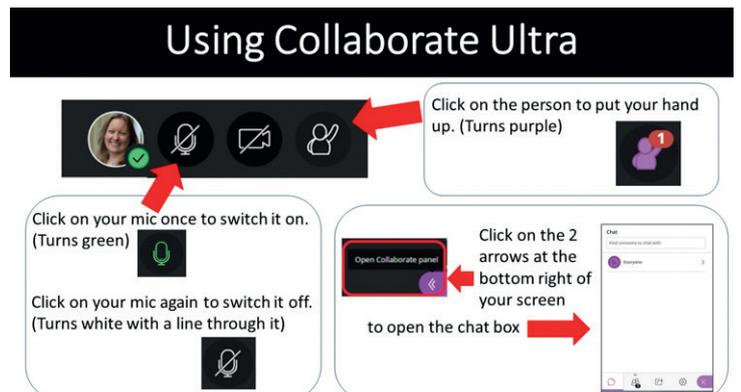


STARTING YOUR SESSION

Students may not have used Collaborate Ultra before, therefore it may be useful to explain to them how to communicate in the room and expectations on etiquette.

A sample slide, which you can add to your own slides or show separately, is available on the Learning and Teaching Academy website www.lta.hw.ac.uk (a copy is shown here).

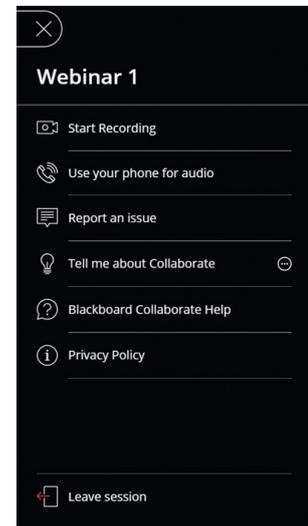
It is useful to remind students to keep their microphone on mute if they are not speaking, otherwise it can create a distracting feedback loop.



RECORDING YOUR SESSION

You can record your session so that students can refer to it later. Click on the 3 horizontal lines on the top left of your screen to open the left-hand menu. Select **Start recording** from that menu.

When you want to stop recording, open that menu again and click on **Stop recording** which is in the same place as **start recording** was.



SETTINGS

Use the settings menu to change your audio and video settings, notification settings and profile picture.

Audio and video settings

Use the audio and video settings to set up and adjust your audio and video.

Notification settings

Use the notification settings to change what notifications you receive.

Edit your profile picture

To edit your profile i.e. add a picture of yourself, go to the right-hand menu and then into 'settings'.

At the top of the menu you will see your name and a circle on the left of it. Click on the circle to open the dialogue to add a picture.

My Settings



Audio and Video Settings

Set up your camera and microphone

Audio and Video Settings

Set up your camera and microphone

Use your phone for audio

Speaker Volume

0% 100%

Notification Settings

Someone joined or left the breakout group or session

- Collaborate pop-up notification
- Audio notification
- Browser pop-up notification

Someone posts a chat message

- Collaborate pop-up notification
- Audio notification
- Browser pop-up notification

Closed captioning available

- Collaborate pop-up notification

Someone puts their hand up

- Collaborate pop-up notification
- Audio notification
- Browser pop-up notification

My Settings



Rosemarie McIlwhan
Moderator

WORKING WITH COLLEAGUES IN A WEBINAR

If it's your first time hosting a webinar or if you are likely to have large numbers of students (30+) then it can be helpful to have a colleague join the webinar.

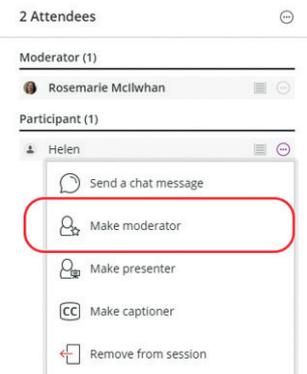
It is also useful for them to be a moderator rather than a participant. If they join the session and are not set up as a moderator, you can change this manually.

In the participant list, click on the 3 horizontal dots beside the person's name. It will bring up a list– if they're a participant that list includes:

- Send a chat message
- Make moderator
- Make presenter
- Make captioner
- Remove from session

Select **Make moderator** and that will give them that role.

Click on the dots again and select **Make participant** to change them back.



TOP TIPS

- Blackboard Collaborate Ultra works best on Chrome. Use Chrome to avoid any issues. It does not work on Internet Explorer.
- Keep webinars short – no more than 60-90 minutes including breaks.
- Make sure that your computer / device settings aren't on mute and that you have selected the correct audio input / output.
- Having video can slow down your or students' connection. Try to use video only where essential e.g. to introduce yourself at the start of a session.
- If you have the session on speaker, mute it when you're not talking or if that's not possible, make sure that you don't have distracting noises such as Outlook open in the background.
- Students are often reluctant to use the microphone and just communicate in the chat – don't worry about this, as long as they can engage in some way this is OK.
- Encourage engagement by asking questions and giving them time think about and voice / type their reply.
- If you upload PowerPoint slides, Blackboard Collaborate turns it into a PDF or a flat image of your slides, so you will not be able to play any videos and any transitions/animations will be removed. If you need to share videos, then share your screen (Blackboard provides further guidance on how to do this). This may slow down the connection for certain participants.
- Remind students to keep their mic on mute when they are not speaking so that it doesn't create a distracting feedback loop or excess noise.
- Ask students for consent to record the session before you record it. A sample slide for this is available on the Learning and Teaching Academy website www.lta.hw.ac.uk
- Your picture will also show next to your chat messages. This is a great way for everyone to feel they are talking to actual people.

TROUBLESHOOTING

If you experience any issues uploading materials to Vision/Blackboard, ensure that:

- Video takes up considerable bandwidth so only use this if essential. Switch it off and ask students to switch it off, if not essential
- Limited bandwidth or drops in internet connection can create issues with audio or connection to the session. A wired rather than WIFI connection can help.
- If you or students have issues with accessing or using Collaborate Ultra, use the Blackboard help resources listed below to troubleshoot.
- If only one participant is not able to hear anything, but no one else is having any problems, they may be using an incompatible browser. Recommend they reconnect using Google Chrome. It's OK to continue the session rather than wait for 1 person, but if lots of people are having issues, it may be best to wait until these are resolved.

If you are unable to resolve the issue yourself please contact the IT Helpdesk at ISHelp@hw.ac.uk

BLACKBOARD SUPPORT

Blackboard help for moderators (staff) <https://help.blackboard.com/Collaborate/Ultra/Moderator>

Blackboard help for students <https://help.blackboard.com/Collaborate/Ultra/Participant>

LITERATURE

Amhag, L. (2013) *Collective webinars in higher distance education*, AACE, E-Learn 2013 (October 22-25), World Conference on E-Learning in Corporate, Government, Healthcare and Higher Education, Las Vegas, USA. ID 40354 Lisbeth Amhag

Anderson, M. (2010) *Tips for effective webinars* [Online] Available at <https://elearnmag.acm.org/archive.cfm?aid=1710034&doi=10.1145%2F1693041.1710034>

JISC (2015) *Webinars in Education* [Online] Available at <https://www.jisc.ac.uk/guides/using-digital-media-in-new-learning-models/webinars-in-education>



This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License



CONTACT US

E: LTAcademy@hw.ac.uk

FOLLOW US

 [@LTA_HWU](https://twitter.com/LTA_HWU)

www.lta.hw.ac.uk