Synchronous Communication Tools

A Demonstration of Blackboard IM
&
Wimba Live Classroom

Presenters:
Ke’Anna Skipwith & Terrance O’Neil
What is Blackboard IM?

• Course specific collaboration tool

• Allows instant communication between instructor -> students and student->student

• Automatic enrollments, synchronizes with course roster
How to Access Blackboard IM

In the course navigation menu, click on the 'Tools' option to access Blackboard IM.
Step 1: Creating Blackboard IM Account

Create a Blackboard IM account

Your Blackboard IM ID will be used for log in and will display to other users. All fields are required.

Create your Blackboard IM ID: john_smith
Email: johnsmith@example.com
Confirm Email: johnsmith@example.com
Choose a Password: ***********
Confirm Password: ***********
Security Question: What is your favorite town?
Answer: Calgary

I've read and agree to the Blackboard IM Terms and Conditions and Privacy Policy.

Submit
Step 2: Downloading Blackboard IM
Interface Overview

Menu Bar
Status Bar
Contact/Classmates Tabs
Search Area
Chat Button
Call Button
Built-in Collaboration

- Chat
- Screen Sharing
- Voice Calls
- Blackboard IM
- Office Hours
- Whiteboard
- Web Tour
Multiple Chat Features

- **Voice**
- **Text**
- **Video**

1-on-1 or with a Group
Collaboration: Whiteboard

Best Practices

☑ Simple demos
☑ Knowledge Checks
☑ View presentations
☑ Share text, drawings, images, etc.
Collaboration: Screen Sharing

**Best Practices**

- Live demos
- Student training
- View animations/simulations

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### Participation/Discussion Board

In an online course, the discussion board is key in developing a social learning community and a successful online course. It also reflects your class participation, so you are required to participate in the discussion board. Participants will be expected to post each week on the Discussion Board:

- At least one or two responses by Wednesday, to a question(s) asked by the instructor.
- Two substantive questions or comments in response to another student's posting. Secondary response(s) should fall between Wednesday and Sunday, by 5pm.
- Timely answers to all questions directed to them.

All postings are expected to be professional in tone, clear, comprehensible, competently produced and delivered, and their content should reflect an understanding of at least the lectures and readings assigned.

<table>
<thead>
<tr>
<th>Minimum Requirements</th>
<th>Post Description</th>
<th>Post Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Does required posts in timely fashion (not Sunday Night)</td>
<td>Adequate</td>
</tr>
</tbody>
</table>

| Topical               | Focused in weekly material, exhibits understanding of material and has developed his or her own perspective on that material. | Good |

| Critical Thinking/Connections | Exhibits evidence of critical thinking, connections to personal experience, or between "new and old" material or previous understanding. | Exemplary |
Collaboration: Web Tours

Best Practices

✓ Share websites
✓ View electronic resources
Collaboration: Office Hours

Best Practices

✓ More structured office hours
✓ Review sessions
✓ Touch base/Follow-up meetings
Collaboration: Office Hours

- Joseph Ryan joined the chat. Reason: I am having trouble finding resources for our group project. (3:37 pm) -

Ke’Anna Skipwith (keanna.skipw).
Hi Joe! I will be happy to help you!

Joseph Ryan (joe.ryan)
Should these resources come strictly from scholarly journals or can you use credible web sites as well.
Wimba Live Classroom: Getting Started

Your Role

What do you think about how Wimba Live Classroom could be used beyond the examples we’ll cover here?
Setting up a Live Classroom - Step 1

NU Online Instructor Resource Center: www.northeastern.edu/nuolirc
## Setting Up a Live Classroom - Step 2

### Create Room

<table>
<thead>
<tr>
<th>1</th>
<th>Room Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
<td>ART1001 - Personal objectives</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>I'd like us to discuss our own personal objectives for this course. What do you hope to discover/learn? What do you think might be difficult for you?</td>
</tr>
<tr>
<td><strong>Type:</strong></td>
<td>- Presentation tools are available only to instructors.</td>
</tr>
<tr>
<td></td>
<td>- Presentation tools are available to both students and instructors.</td>
</tr>
<tr>
<td><strong>Archives:</strong></td>
<td>- Automatically Open New Archives</td>
</tr>
<tr>
<td></td>
<td>- Display Archive Reminder</td>
</tr>
</tbody>
</table>
Setting Up a Live Classroom - Step 3

### Media Settings

#### Student Privileges and Video Bandwidth

- **Student Privileges:**
  - Enable students to speak by default
  - Enable students to show their video by default
  - Enable students to use the phone

- **Video Bandwidth:**

  ![Bandwidth slider]

  **Note:** Your system administrator has set the maximum video bandwidth to 1kbps

### Room Features

#### Breakout Room Options and Other Room Attributes

- **Status Indicators:**
  - Enable User Status Indicators
    - User Status updates appear in chat

- **When presentation tools are available only to instructors:**
  - Enable students to use the eBoard by default
  - Enable Breakout Rooms
    - Students can see content created in other Breakout Rooms
    - Students in Breakout Rooms can see Main Room folders

- **When presentation tools are available to both students and instructors:**
  - Enable Archiving
  - Enable Appshare
  - Enable On-The-Fly PowerPoint Import
Wimba Environment - Student View

What Students See

- Controls
- Participants & Permissions
- Text Chat Area
- Status Indicators
Presenter View VS. Student View
Wimba Environment- Presenter View

What Presenters See

1. Archive/Record
2. Power Point Upload & Navigation
3. Presenter Controls
4. Participants & Permissions
5. Text Chat Area
6. Status Indicators
Handy Tip - Lock Talk

1. Click on the 'Options' button.
2. In the 'Media Options' menu, select 'Lock Talk'.
3. The 'Lock Talk' option should now be enabled.

Tip: This feature allows you to lock your microphone, preventing accidental audio transmission.
A Few Ways to Use Wimba Live Classroom

- Lectures
- Review Sessions
- Office Hours
- Student Presentations
- Study/Collaboration Space for Students
LECTURES

Interaction: One to many with instructor fielding questions if they choose.

What do participants need?
CONSIDERATIONS

LECTURES

Technical

Management
What do participants need?

Interaction: Many to many with instructor as moderator.
CONSIDERATIONS

REVIEW SESSION

Technical

Management
What do participants need?

Interaction: Many to many with instructor as moderator.
CONSIDERATIONS

STUDENT PRESENTATIONS

Technical

Management
Interaction: Many to many with instructor as moderator.

What do participants need?
CONSIDERATIONS

STUDY/COLLABORATION SPACE FOR STUDENTS

Management

Technical
Setting Up a Live Classroom - Step 3

2 Media Settings

- Student Privileges and Video Bandwidth

  Student Privileges:
  - Enable students to speak by default
  - Enable students to show their video by default
  - Enable students to use the phone

  Video Bandwidth:
  [Slider]

  Note: Your system administrator has set the maximum video bandwidth to ~1kbps

3 Room Features

- Breakout Room Options and Other Room Attributes

  Status Indicators:
  - Enable User Status Indicators
    - User Status updates appear in chat

  When presentation tools are available only to instructors:
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  When presentation tools are available to both students and instructors:
  - Enable Archiving
  - Enable Appshare
  - Enable On-The-Fly PowerPoint Import
## COMPARISON

<table>
<thead>
<tr>
<th></th>
<th>Lecture</th>
<th>Review Session OR Office Hours</th>
<th>Student Presentations</th>
<th>Study/Collaboration Space for Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FORMAT</strong></td>
<td>One to Many</td>
<td>Many to Many OR Open Forum</td>
<td>Many to many</td>
<td>Student-led. Could be any number of formats depending on their goal.</td>
</tr>
<tr>
<td><strong>INTERACTION</strong></td>
<td>Instructor talks, Students listen and submit ?s via text chat or via VoIP</td>
<td>Instructor fields questions either via text chat or VoIP</td>
<td>Students present. Instructor decides on whether and how ?s are asked/answered.</td>
<td>Depends- student choice</td>
</tr>
<tr>
<td><strong>COMPLEXITY</strong></td>
<td>Low to Medium- more complex if student questions via VoIP</td>
<td>Low To Medium- more complex if student questions via VoIP</td>
<td>High</td>
<td>Depends- student choice</td>
</tr>
<tr>
<td><strong>CONSIDERATIONS</strong></td>
<td>• Will you accept questions? • If so, what format? • Will there be any student interaction beyond submitting questions?</td>
<td>• If VoIP, how do students get mic rights? • If Open Forum, must set clear guidelines for interaction</td>
<td>• Students as Presenters • Do they know how to advance slides? • Who will upload PPTs- students or instructor?</td>
<td>• How long is room available during course? • Are students expected to archive session for later review by instructor? • How do students get help?</td>
</tr>
</tbody>
</table>

*Northeastern University Online*
Photo Credits

• SCIENTIFIC ECHO CHAMBER AND ANECHOIC CHAMBER:
  http://www.tunedcity.net/?page_id=353

• The Echo Chamber Revisited:

• Escape the Echo Chamber:

• Capitol Studios Echo Chamber: