COLLABORATE STAFF RESOURCE

MOODLE RESOURCES

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WHAT IS COLLABORATE?

Collaborate is an online virtual classroom accessible on our Moodle site. Here you can engage with students and staff everywhere you go.

SHOW ME WHAT COLLABORATE CAN DO!

Wondering why we're not just using Skype for this interaction? Collaborate is more than just a face-to-face conversation, you can share files, open up a whiteboard for collaboration, you can show your computer screen live for things that 'you just have to be there for' like websites, videos, and live spreadsheets. Collaborate has made presenting easier and more effective, and its ability to actively engage the user through multiple forms of interaction is exciting.

CHAT - thanks to platforms like Facebook and Twitter, participants will have no troubles warming up to chatting in the Collaborate feed. Encourage them to chat often and ask questions or comment as you are presenting. This will help you determine the engagement of the group.

There are levels of PARTICIPANT ROLES that you can use to enable participant engagement. When you open the participants list in the collaborate panel, you can change their role from participant to captioner, presenter and even moderator giving them access to the tools you are using. It may be helpful to make support staff moderators, and promote students to presenter if you'd like them to share their screen or files in a presentation.

SHARE CONTENT

- SHARE BLANK WHITEBOARD to allow participants to play around with what you are presenting.
- When you SHARE APPLICATION this will make live any screen or application you have open. Turn your speakers up so they can hear sounds through your microphone! Very impressive and very useful, especially for website use that gets tricky when you try to capture its content in a screen shot.
- The quickest, no mess approach is to SHARE FILES from your desktop, this can be a PowerPoint, a PDF or an image.
- POLLING is a great tool to use if you want to get a quick snap shot of the group opinions. It is as if you have asked a question and for the group to respond by raising their hand. Simply, verbally ask your question or write it on the whiteboard and poll!
- If you have a large group of participants and would like them to engage in an activity BREAKOUT GROUPS are an excellent way to do this. Whether a faculty meeting that needs to split up and have some intentional conversations or a chance for participants to speak without taking too much time, this is the perfect tool to create small groups.
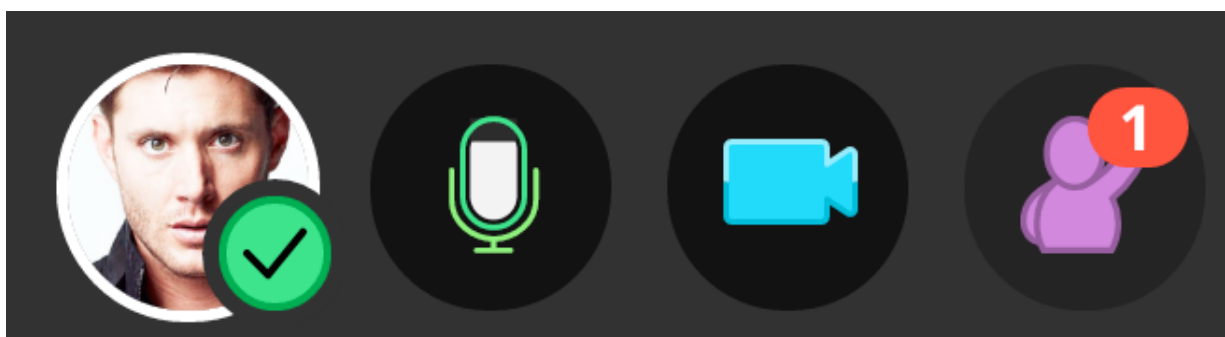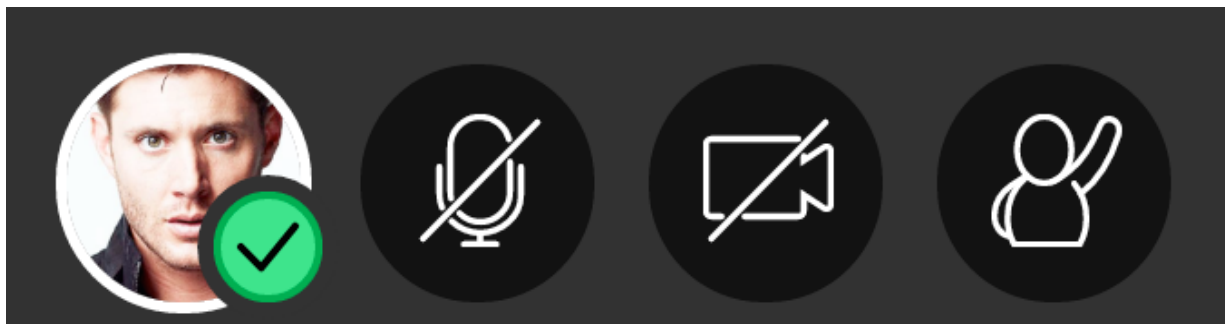
WHAT DO I NEED TO USE COLLABORATE?

- Access to the internet and a current web browser. Moodle and Collaborate are best used with Google Chrome or Mozilla Firefox. For the best results, use an Ethernet cord, not Wi-Fi, to reduce disturbance
- A headset or speaker, so you can hear.
- A camera if you wish to be seen. You can attach a webcam to your computer, or most laptops come with an inbuilt camera.
- A microphone, so that you can speak. Many current headphones come with a microphone in installed, and most laptops will have an inbuilt microphone.

HOW DO I ENTER COLLABORATE?

1. Your Collaborate sessions will be found in Moodle.
   a. Your Collaborate session can either be found on the '*Moodle Help and Resources*' page, in the section labeled '*Collaborate Meeting Rooms*', or in a unit-specific course. If you are not sure where to find the session, please check with the Moodle team.
   b. For staff meetings you will find the session on the 'Staff Homepage', in the section labeled '*Staff Meeting Room.'*
2. Once you have located your session in the list, select and '*Join session'. Please note that you will only be able to access the session 15 minutes prior to the start time.*

Congratulations, you are now in Collaborate! In the middle of the lower border you will see your toolbar, as pictured below. The first, when clicked leads to settings. The second icon is a microphone, when clicked, it will enable/disable your microphone. The third, is your video and the fourth is the icon you will press if you need to raise your hand and draw the moderator's attention.

WHAT DO I DO NEXT?

On first entry, Collaborate will walk you through the equipment set up process. There are two things you need to make sure are working at this point. This is also a good opportunity to upload a picture to your avatar.

1. Press the microphone icon to test it works. Turn it off again once you have tested it and found it is working.
2. Press the video icon to test it works. You may leave this on for the entire session.

HOW DO I MODERATE?

You may agree communicating with people who are not in the same room as you, whether by text or email, can become disjointed. Not with Collaborate! This virtual room has successfully removed many of these obstacles found in other mediums. Though, there are a few things you and your participants can do to help the Collaborate Session run smoothly.

MODERATOR MUSTS

- UPLOAD THE COLLABORATE MODERATOR SET UP SLIDES.PDF provided to you by the Moodle team. This will give your participants clear instruction and orientation when they are setting up their microphones and videos. If you have a participant that is having troubles, the second slide of this powerpoint will help them troubleshoot.
- On starting INTRODUCE YOURSELF and point to the Etiquette expected from participants in this session as outlined below. The third slide will help you achieve this.
- Before hitting record MUTE THE PARTICIPANTS MICROPHONES *or* ask them to be turned off until directed, reasons explained below.

ETTIQUETTE FOR PARTICIPANTS

- MUTE YOUR MICROPHONE when you are not using it. The background noise may distract the session. As a moderator, it may be helpful to mute participants' microphones while you are presenting something and then unmute them to invite conversation. Note that if a user is in a role other than participant, this mute will not apply.[1]
- RAISE YOUR HAND if you'd like to ask a question or comment. The hand icon (pictured earlier) when selected will be seen by the moderator and they will attend to you in an opportune moment.
- USE THE CHAT as often as you like! Letting the moderator know you understand and are listening is affirming and will help them pick up on the temperature of the group. You may also comment or ask questions here which can then be answered in due time.

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[1] This is particularly useful if a student is presenting (in the role of Presenter) and there are participants whose microphones are unmuted with background noise. Some participants will not understand the distraction of this background noise, especially if they don't hear it!

- As a moderator, make sure that the background in your video is not distracting. You can simply turn your video off if you need to.

TROUBLESHOOTING!

You have tested your microphone or video and found it is not working and the icons display that they are enabled. Enter settings (the first icon, pictured earlier) and select 'SET UP YOUR CAMERA AND MICROPHONE'. This will pace you through two simple tests, and allow you to select which camera or microphone you want to use (if you have multiple cameras or microphones available).

MY MICROPHONE IS NOT WORKING…

If you find your microphone is still not working and no one can hear you:

- Make sure your microphone is not muted
- Check that your computer settings are compatible and receiving your input
- Having checked both of these, if your microphone still does not work, you are still able to participate through using the chat feed.
- If you have gone through the steps above and your equipment does not work, feel free to click "Report an Issue" under "My Settings" to report the problem.

MY VIDEO IS NOT WORKING…

If you find your video is still not working and no one can see you:

- Make sure your camera is on
- Check that your computer settings are compatible with your video camera and receiving input
- Having done this, and still experiencing problems, you are still able to fully participate in the session without being seen.
- If you have gone through the steps above and your equipment does not work, feel free to click "Report an Issue" under "My Settings" to report the problem.

MODERATOR TROUBLESHOOTING!

I CAN'T HEAR OR SEE THE PARTICIPANTS…

Don't panic, double check the 'Session Settings' found through the toolbar or the Collaborate Panel:

1. Make sure that you have enabled their audio and video by ticking the share options, pictured below.

2. In participants, see who has their microphone switched on. Here, you can also check to see where any unwanted sounds might be coming from[2].
3. In participants you can also check to see what their internet connection is like. If it is poor then ask if they are connected with an Ethernet cord, or wifi, and advise that the Ethernet cord is more efficient. Unfortunately we cannot do much about a poor connection, but students are always free to watch the recording after the session has finished.

If you have checked these settings and all looks in order, speak them through the troubleshooting instructions already mentioned. If they are still unable to speak and be seen, calm them and reassure that they can fully participate by using the chat in the Collaborate Panel.

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[2] If a participant has not muted their microphone and the session is experiencing background noise you are able mute a participants microphone on their behalf through the participants section (click this icon for options ⋯).