

WEST TEXAS A&M UNIVERSITY

Instructional Technology Services

WTClass Training Manual

Blackboard Collaboration Tools: Chat

April 2015

WTClass

Blackboard 9.1

For technical support call (806) 651-4357

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COLLABORATION TOOLS: CHAT

The chat tool allows you to interact with other users using a text-based chat. Use the chat tool when real-time discussion is required. Most students are comfortable with using some form of chat.

The chat tool was designed to be ideal for low bandwidth situations, such as when your students are connecting to your course using a dial-up connection.

GETTING STARTED

1. INSTALL THE REQUIRED JAVA PLUG-IN

- The Java 2 Run Time Environment is required to use the Blackboard Learn collaboration tools. The plug-in may be downloaded from the page that appears when a user joins a collaboration session, or may be found at <http://java.sun.com/products/plugin/index.html>.
- Take care to uninstall any existing Java plug-ins before installing a new version.

2. DISABLE BROWSER POP-UP BLOCKERS

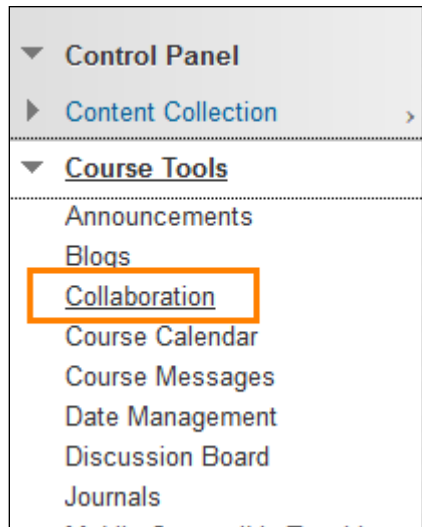
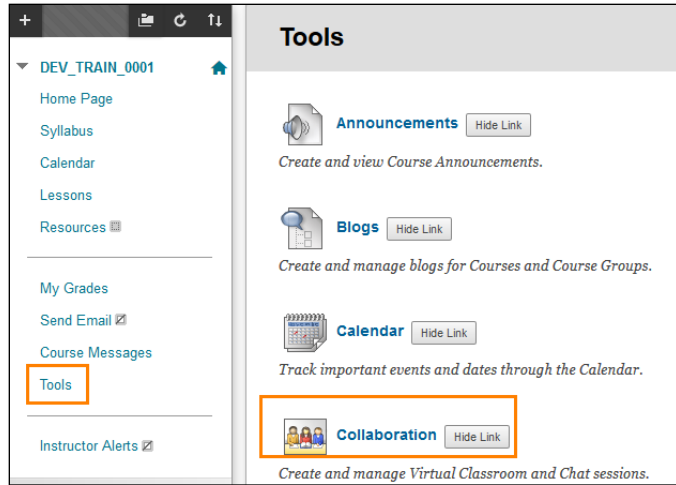
- For the tool to work properly, browser supporting pop-up window blocking must be disabled or your institution's website made a trusted site.

3. ACCESSIBLE CHAT TOOL

- An accessible version of the collaboration tool is available.
- A link to this version appears when **Join** is clicked on the Collaboration Sessions page. This link will open the accessible version of the collaboration tool.
- The sound of a door opening or closing is audible to all participants whenever a user enters or leaves a session through the accessible version.

ACCESS CHAT

You can access chat in the collaboration tool from the **Tools** link on the course menu and from the Control Panel.



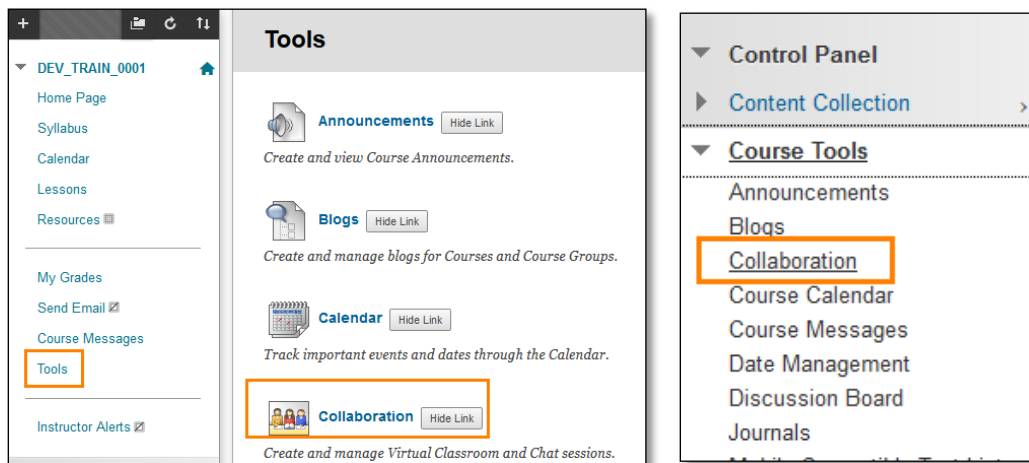
HOW TO CREATE A CHAT SESSION

You can create chat sessions:

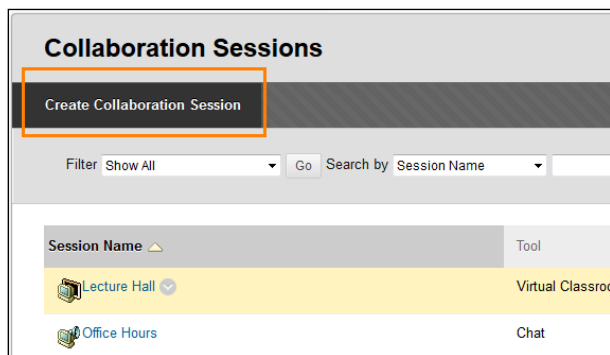
- For the duration of the course: Students can schedule meetings and use the session at any time.
- At a specific time: Student attendance at these sessions may be mandatory.
- To group members only: Students in a group can schedule sessions to discuss projects, divide up tasks, and brainstorm.

Use the following steps to create a chat session:

1. On the course menu, click the **Tools** link. On the **Tools** page, click **Collaboration**.
 - Or under **Course Tools** in the **Control Panel**, select **Collaboration**.



2. On the Collaboration Sessions page, click **Create Collaboration Session** on the action bar.



3. On the *Create Collaboration Session* page, type a **Session Name**.
4. Select the *Display After and Display Until* check boxes to enable the date and time selections. Display restrictions do not affect the session availability, only when it appears.
5. Make the session available.
6. In the Collaboration Tool section, select **Chat** from the drop-down list.
7. Click **Submit**.

Create Collaboration Session

Collaboration Sessions are real-time lessons and discussions. Two Collaboration Tools are available: Chat and Virtual Classroom. Chat is an exchange of text messages online. Virtual Classroom is a shared online environment where users can view links, share desktops, exchange files, and chat. Both types of collaboration can be recorded and saved for future review. [More Help](#)

* Indicates a required field. Cancel **Submit**

SESSION NAME

* Session Name Type in a name for the session.

SCHEDULE AVAILABILITY

Select Dates of Availability Start After

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

End After

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

Available Yes No

COLLABORATION TOOL

Choose Tool for this Session Select tool.

*Click **Submit** to proceed. Click **Cancel** to go back.* Cancel **Submit**

The chat session is added to the Collaboration Sessions.

Success: Session created.

Collaboration Sessions

Create Collaboration Session

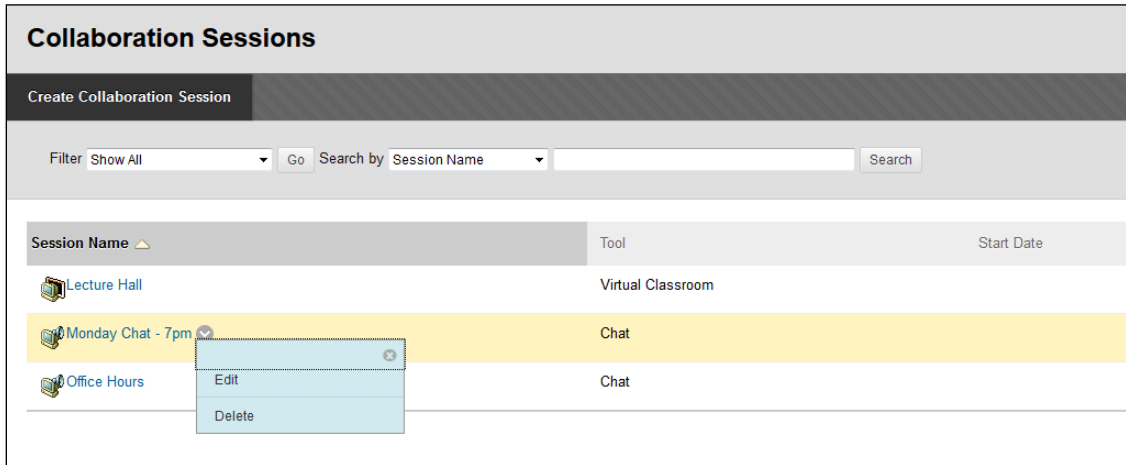
Filter: Show All Go Search by: Session Name Search

Session Name	Tool	Start Date	End Date
Lecture Hall	Virtual Classroom		
Monday Chat - 7pm	Chat		
Office Hours	Chat		

Displaying 1 to 3 of 3 items

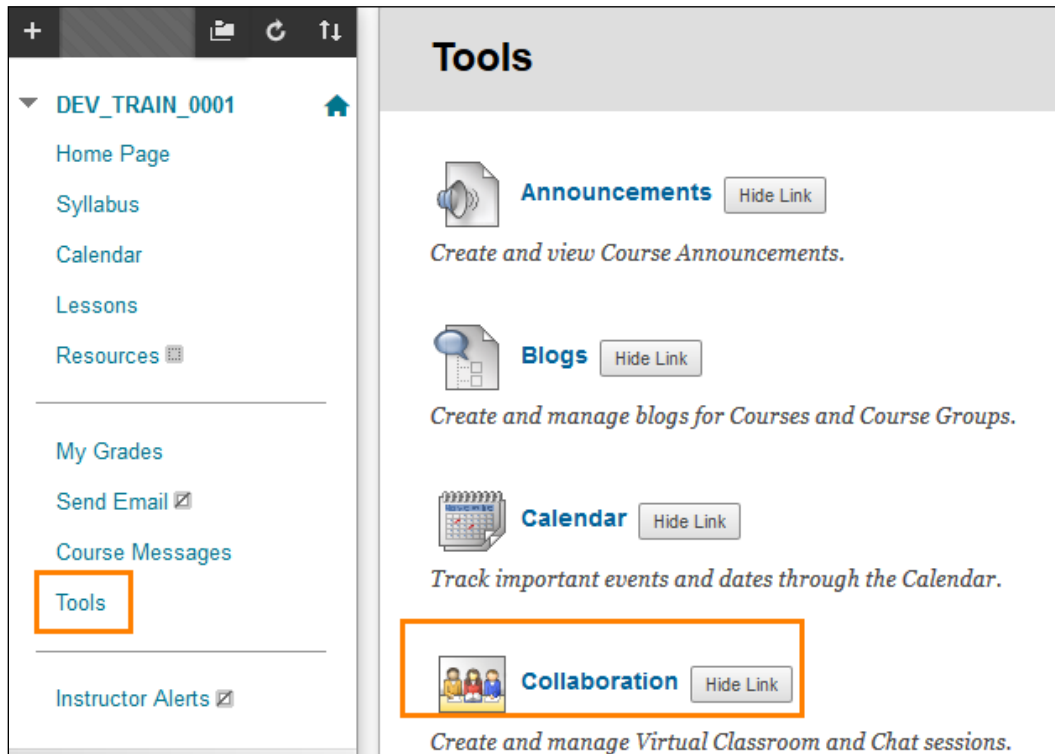
TO EDIT OR DELETE A CHAT SESSION

1. Navigate to the chat session.
2. Use the contextual menu to edit or delete the chat session.



JOIN A CHAT SESSION

1. On the **Collaboration Sessions** page, click the **Session Name**.



2. Select the Chat name.

Session Name ▲	Tool
Lecture Hall	Virtual Classroom
Monday Chat - 7pm	Chat
Office Hours	Chat

3. A **Launching Chat Tool** page appears. **Do not leave this page until you are finished chatting. Chat will not work if pop-up blockers are enabled. Either turn off your pop-up blocker or make your course site a trusted site.**
Note: The java plug-in must be installed. Click “Run” at the prompt.

Chat Loading.
Leaving this page will close the Chat window.
Java Plug-in is required for Chat to run.
If the Java Plug-in is not installed or there are problems lo...

Do you want to run this application?

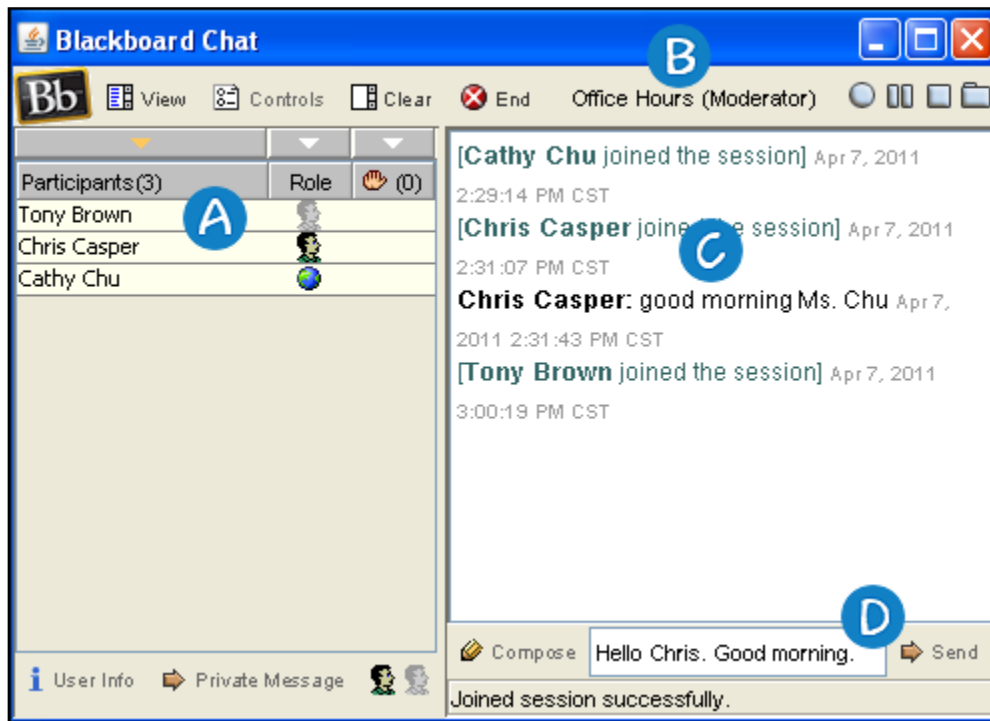
Publisher: Blackboard Inc
Locations: https://wtclass2-collab.wtamu.edu:8012
https://wtclass2.wtamu.edu

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the locations and publisher above.

More Information Run Cancel

Java plug-in must be installed.

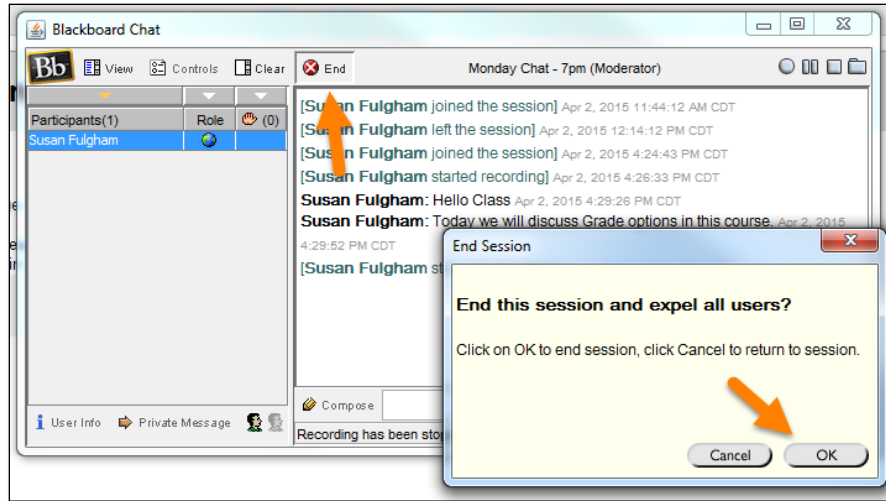
4. The chat session opens in a new browser window and may take a moment to load.



- A. A list of participants and their roles appear in the first column.
- The chat session moderator is represented by a globe icon. The moderator is typically the instructor. The moderator can modify participant roles, grant passive users permission to participate, expel users, and record and end the session.
 - Active users are represented by a full color icon. An active user is typically a student. By default, active users can send messages as often as they want during a chat session.
 - Passive users are represented by a gray toned icon. A passive user also is typically a student, but might be a guest or observer. Passive users can observe the chat exchange, but must raise their hands (click on the hand icon) to request permission to send messages. If more than one user raises their hands, numbers are assigned to the hand raise icons to represent the order they raised their hands.
- B. The title of the chat room appears at the top of the chat display panel.
- C. All messages appear in the chat display panel.
- D. Type your message in the **Compose** box and click **Send**. Alternatively, you can click the compose icon to open a new window, allowing for a larger area for typing.
- E. **NOTE: If you want a chat log of the session you will need to record the session. See the section on how to record a session in this documentation.**

TO END A CHAT SESSION

To end the chat session, click the “End” button and then click “OK” in the End Session dialog box.

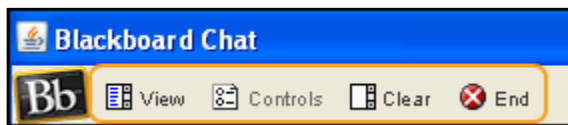


PRIVATE MESSAGES

You can send private messages to other users if this feature is enabled. **Private messages are not recorded or archived.**

Private messages can appear with all your other messages in the chat display panel, or you can choose to display them in a separate panel. Private messages are always preceded by “Private Message from.”

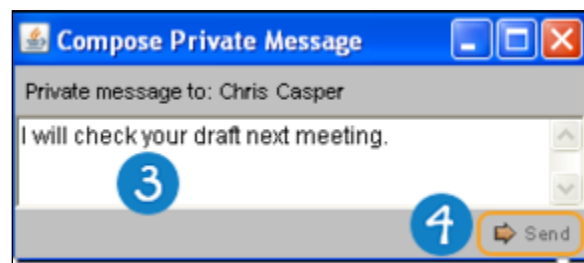
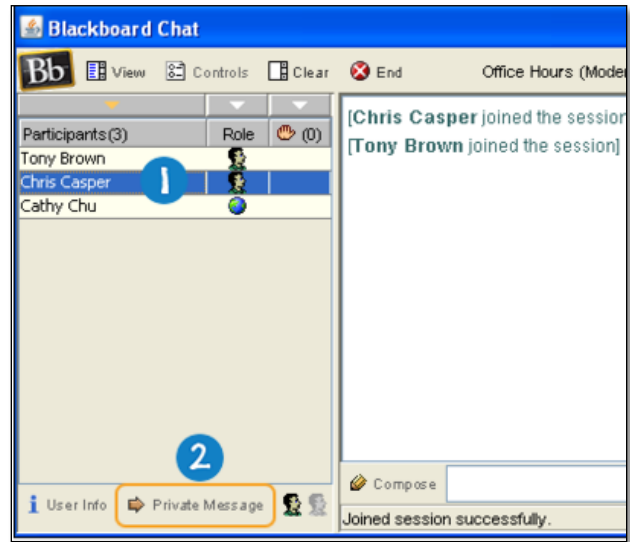
Click **View** on the action bar and choose where private messages will appear.



HOW TO SEND A PRIVATE MESSAGE

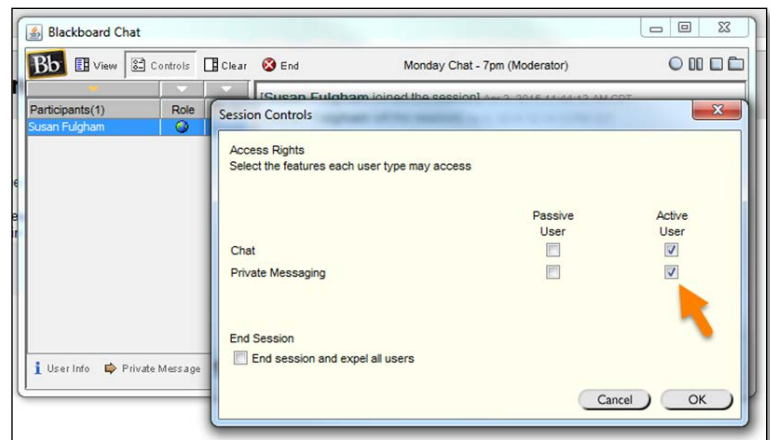
Note: Only users who have an active role can send private messages.

1. On the *Participant* list, select the recipient or recipients of your private message.
 - o To send a private message to a single participant, double-click the participant's name.
 - o For Windows, to select multiple users in a row, press the Shift key and click the first and last names. To select users out of sequence, press the Ctrl key and click each name needed. For Macs, press the Command key instead of the Ctrl key.
2. Click **Private Message**.
3. In the **Compose Private Message** pop-up window, type your message.
4. Click **Send**.



HOW TO DISABLE ("TURN OFF") PRIVATE MESSAGES

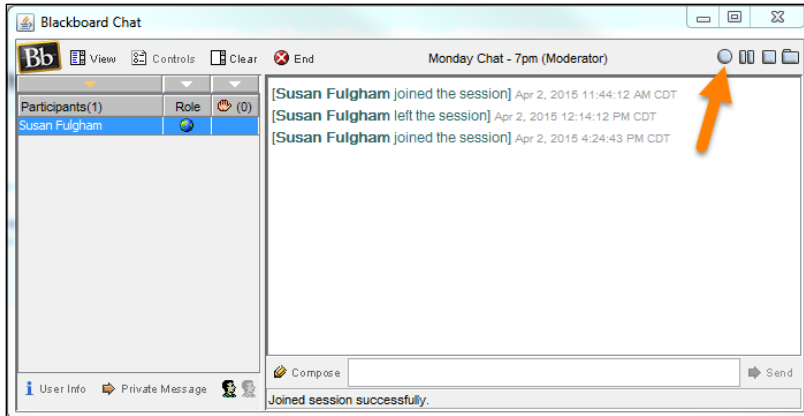
1. Click **Controls**.
2. Uncheck the option to use Private Messaging.
3. Click **OK**.



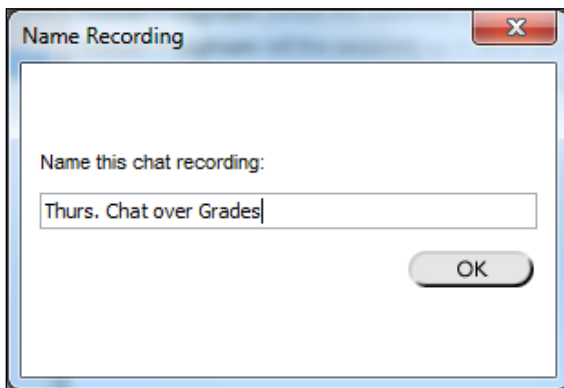
HOW TO CREATE A RECORDING (CHAT LOG)

A chat log is only created if you choose to record the session. Chat logs are not automatically created.

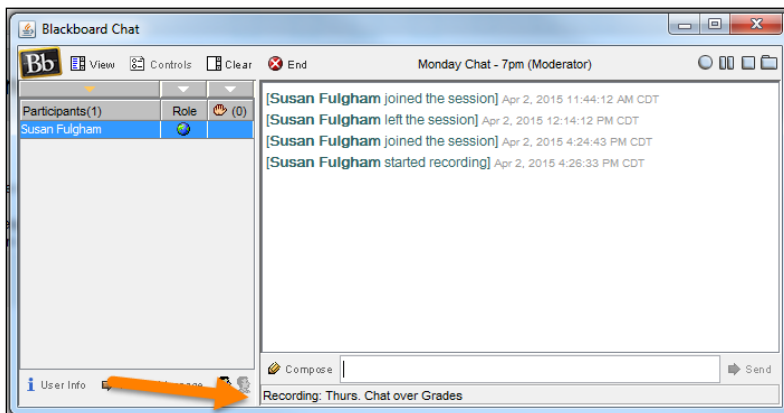
1. Click the **Start Recording** button.



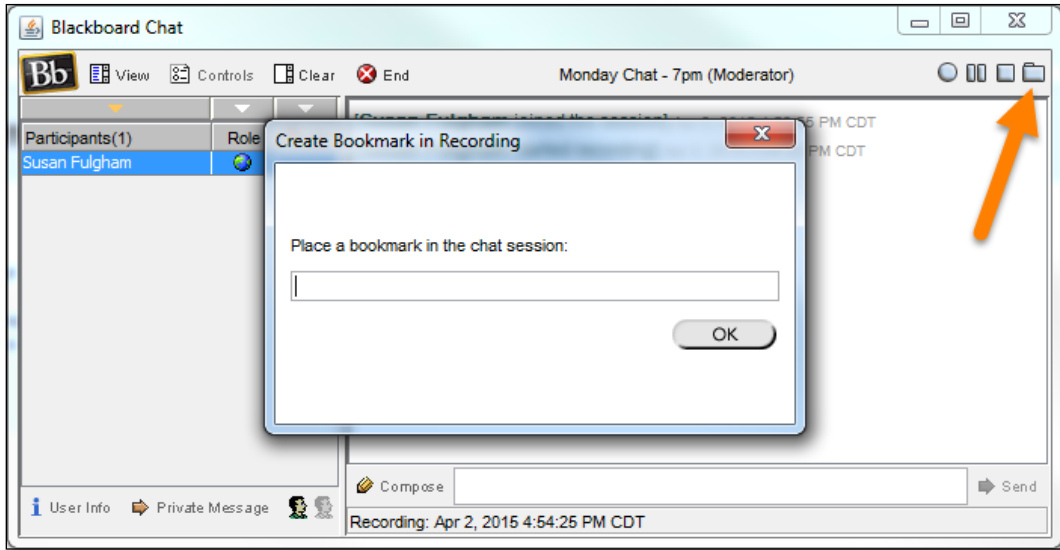
2. Type in the name of the chat session and then click **OK**.



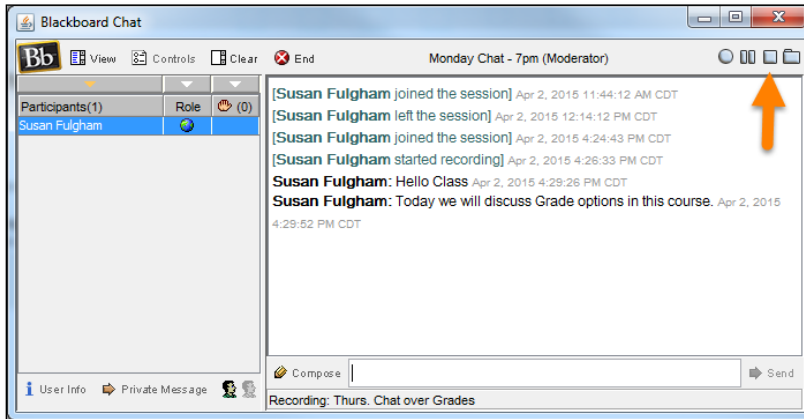
You can see the "recording" message at the bottom of the chat window.



- (Optional) You can add bookmarks to the recording session to note when topics change during the chat for later reference in the chat log.

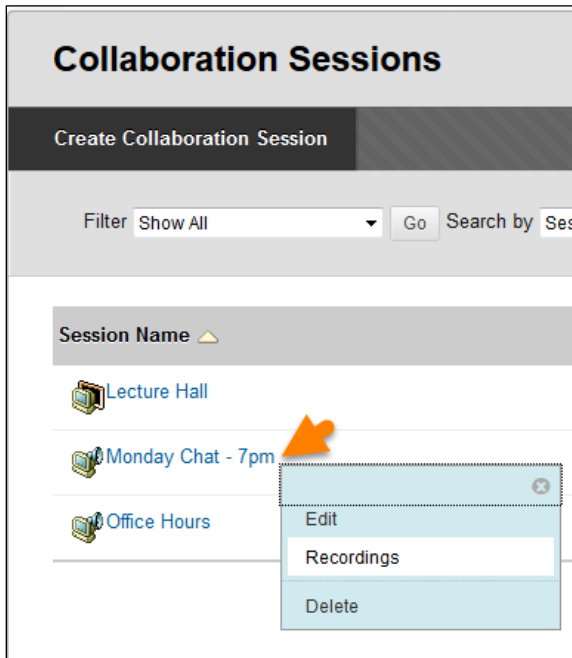


- To stop recording the chat session, click the **Stop** button.

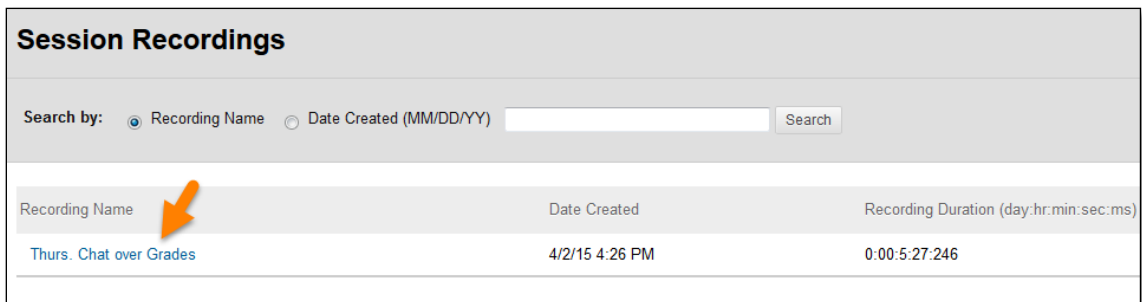


VIEW RECORDINGS

1. Navigate to the chat session in Collaborations Sessions.
2. Use the contextual menu to select Recordings



3. Select the Recording name.



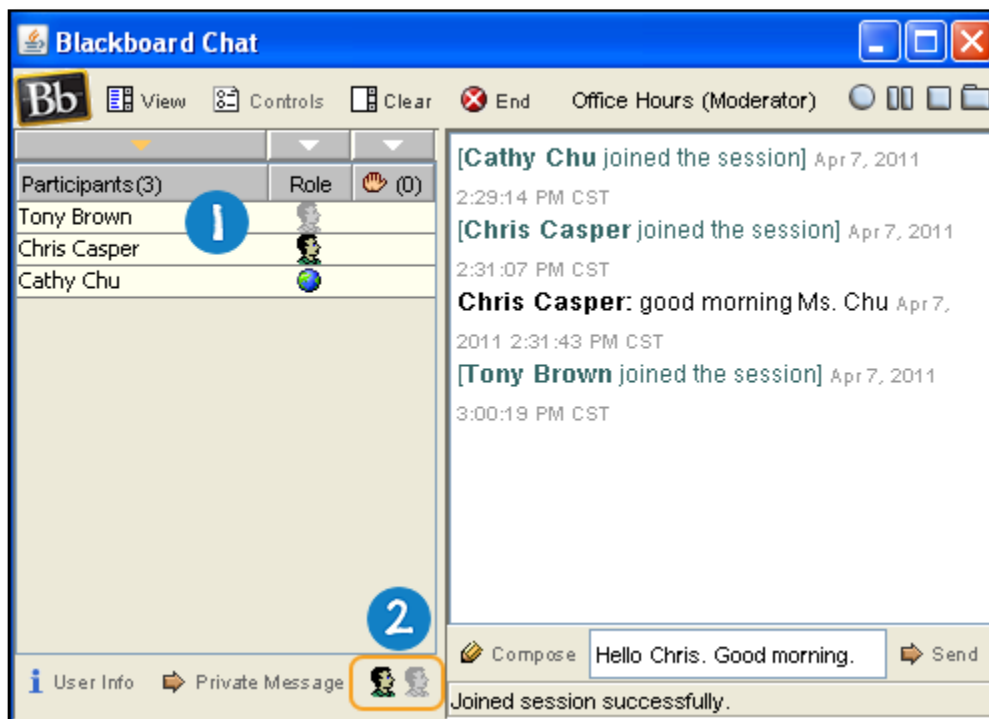
4. The recording (chat log) displays on the screen.

HOW TO MODIFY PARTICIPANT ROLES

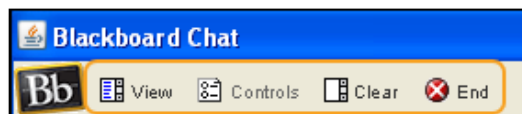
By default, participants are designated as active users when they enter a chat session. At any time, you can change the role to passive. Passive users can view the chat exchange, but can only contribute if they raise their hands and are granted permission by the moderator.

You control chat sessions to a greater degree when users are passive. For example, if each student must first ask for permission to participate, you are less likely to have a whole series of questions to respond to at once. You can also make a certain user passive if you feel he is dominating the conversation or responding inappropriately.

1. On the Participants list, click the name of a user.
2. Click an icon to activate or deactivate a user's permission to chat. The icon in the Participants list is updated.



MANAGE CHAT SESSIONS



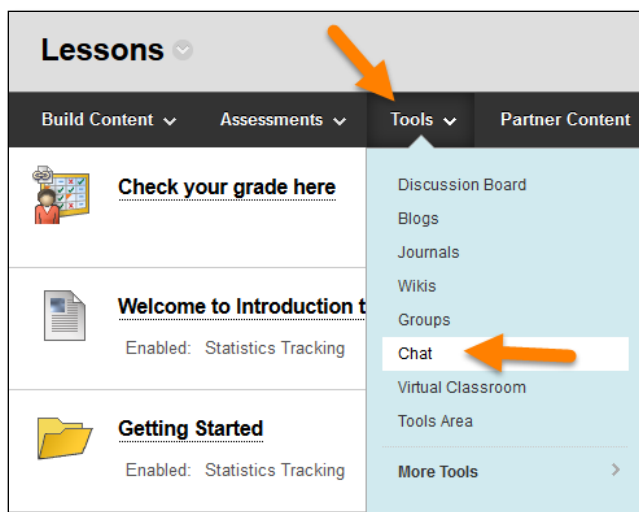
- **View:** Choose where to display private messages.
- **Controls:** Select which features each role can use. By default, only active users can send messages and private messages.
- **Clear:** Clear your chat panel or the chat panel of all session participants.
- **End:** Stop a session. The session is ended and all users are dismissed. If you are recording the session, the recording is also ended, and it is no longer possible to add bookmarks to the recording.

HOW TO ADD A CHAT LINK IN A COURSE AREA

You can manually add links to chat in course areas, such as a content area or folder.

For example, you set up a content area to include all the content and tools your students need for the week. After reading the weekly lecture, viewing a slide presentation, and completing two assignments, students then access the chat tool for the mandatory weekly session. Finally, they complete the weekly test, accomplishing all of these tasks in the same content area.

1. Change Edit Mode to **ON** and access the course area where you want to add a chat link.
2. On the action bar, point to **Tools** and click **Chat**.



3. On the **Create Link: Chat** page, select the type of link. Also, you may link to a specific chat session or create a new chat session at this time.

4. Click **Next**.
5. On the next Create Link: Chat page, complete the Link Information to specify how it will appear in the content area. Select the options, if you want to change them.

6. Click **Submit**.