

Collaborate Ultra Student User Guide

for the Remote Access Learning Center

Tips provided to navigate remote drop-in tutoring and writing support.

Remote Drop-in Tutoring and Writing Support is offered during scheduled hours listed on the [Learning Center Remote Access Schedule](#).

- To attend Learning Center remote tutoring and writing support, **using a Google Chrome browser visit the following webpage:** www.schoolcraft.edu/lc

- **Click on the button:**

Learning Center Remote Drop-in

- **In the field provided, enter your First name and last initial.** Then click the “Join Session” button.

Important Tips:

- **Your name to join the session will be visible to all participants and staff.** Avoid using private student information such as your full name, ID number, etc. In this field. A staff member communicate with you via audio, or chat, and will collect sign in information from you once you press “Join Session”.
- **Make sure your volume is turned on for your device.** This feature can be found at the bottom right corner of the computer screen.

Once you log in:

Below you will find a guide to use the Remote Access Learning Center for tutoring and writing support. When you log in, you will see the welcome screen.

- **On the screenshot below, you will see:**
 - Helpful tips on using the platform
 - Contact information for the Learning Center
- **Circled below are the user functions:**
 - 1.** Collaborate Panel, found at the bottom right of the screen (circled in red and labeled 1, below)
 - 2.** User options (circled in yellow and labeled 2, below)
 - 3.** Sessions Panel, found at the top left of the screen (circled in blue and labeled 3, below)

3.

Welcome!

Remote Access Learning Center: Tutoring and Writing Support

Schoolcraft College
LEARNING SUPPORT SERVICES
Success Starts Here

Helpful Tips:

- Check the Learning Center website: www.schoolcraft.edu/lc for a complete guide to using Remote Access Learning Center services
- Click on the to view any received messages from our team.
- Click on the "attendees" icon and communicate with a Learning Center staff member. To speak to a staff member, click on the circle on the right, next to their name, and select "Send Chat Message"
- Our staff members will need your First and Last name, ID number, and Course (subject and number associated, ex: BIOL 101) **Do NOT send this information via the "Everyone" chat as this is a PUBLIC space, viewable to all attendees. Please send it via private chat with one of our staff members.**
- Once you provide this information, our staff will place you in the appropriate break out group.
- A tutor will check in with you at their earliest convenience, and make sure that you are supported.
- To request a change of break-out group, please contact a staff member (listed as LC Staff) by private message.

Questions?: lc@schoolcraft.edu
734-462-4436

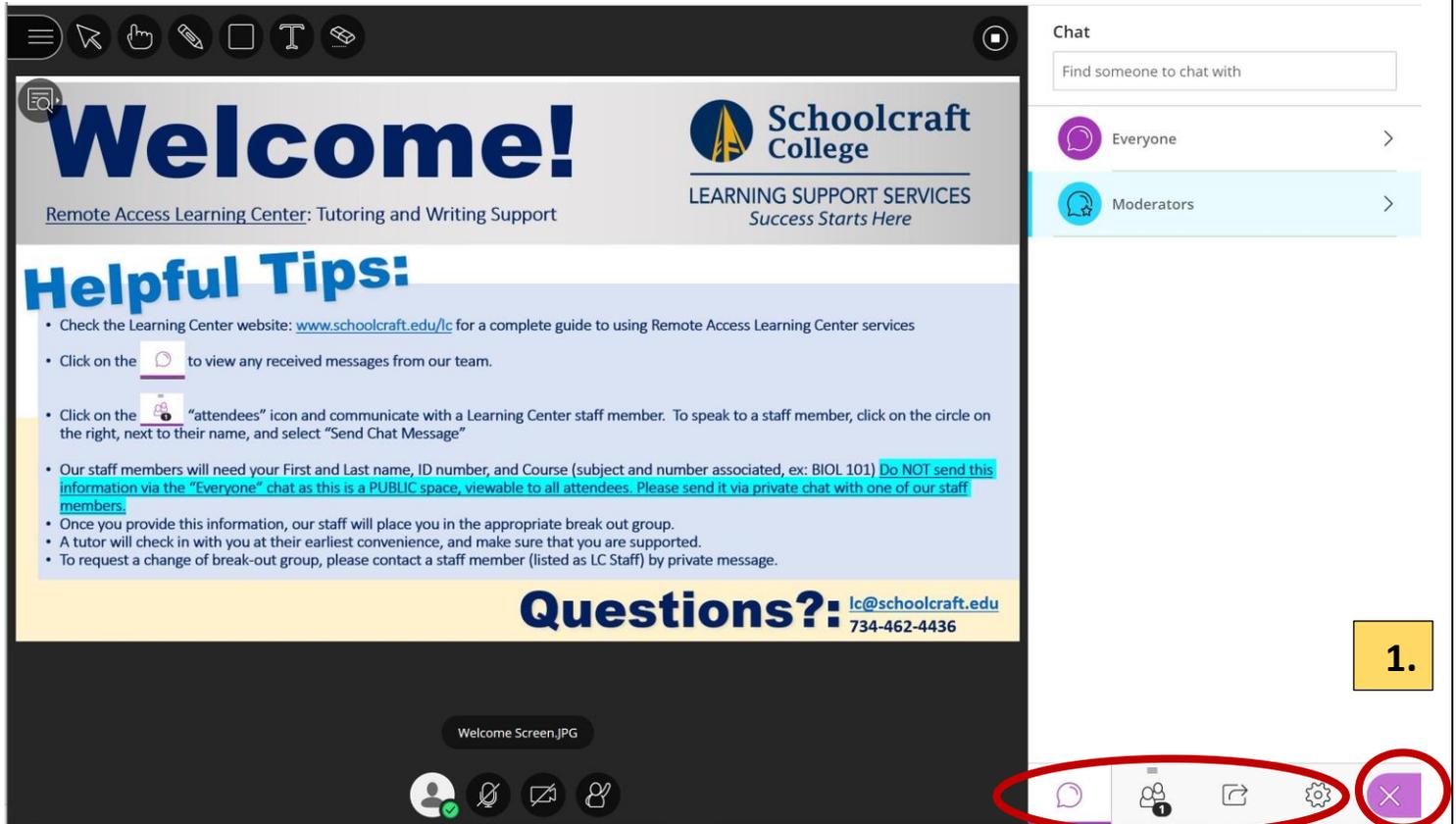
1.

2.

Welcome Screen.JPG

• **Click on the Collaborate Panel, listed as number 1 below, to view on the Collaborate panel:**

- Options in the collaborate panel menu from left to right:
 - Chat
 - Attendees
 - Share Content
 - Settings
 - Exit Collaborate Panel Menu



From left to right:

- **Chat:** This option allows you to communicate with moderators, who will be Learning Center staff and leadership
- **Attendees:** This option allows you to see the attendees in the session and view the tutoring subject you are placed in. To move from one tutoring subject to another, contact an LC staff member by clicking on the drop-down menu on the right of the moderator's name, and clicking "Send a Chat Message".
- **Share Content:** If you would like to show your tutor or peer consultant what you're working on, you may be given privileges to share content.
- **Settings:** To update your collaborate settings, click on the gear icon and update desired settings.

- User options found at the bottom center of the screen, circled in yellow and listed as number 2 below have the following options left to right:

- My Status and Settings
- Unmute/Mute Audio
- Share/unshare Video
- Raise/Lower Hand

2

From left to right:

- **My Status and Settings:** Set your availability online (Away, etc.), and Leave session by selecting the first of four icons at the bottom center of the screen.
- **Unmute/Mute Audio:** Unmute and mute audio by selecting the second of four icons at the bottom center of the screen. When unmuted the microphone icon is no longer crossed out, and will show a meter moving within the icon. When muted, the icon will be crossed out.
- **Share/Un-Share Video:** Share and Un-Share video by selecting the videotape icon, which is the third of four icons at the bottom center of the screen. When shared, a screen will appear with your video footage at the bottom left of the screen. To un-share, click on the icon again, and the icon will appear to be crossed out.
- **Raise/Lower Hand:** In order to signal to a tutor or peer consultant that you have a question, raise your hand by clicking on the last out of four icons at the bottom of the screen. The icon will turn purple when the hand is raised. To lower hand, click on the icon again.

- Click on the Session panel, found at the top-left corner of the screen, circled in blue and listed as number 3 below have the following options:

- Use your phone for audio
- Report an issue
- Tell me about Collaborate
- Blackboard Collaborate Help
- Privacy Policy
- Leave session

3

The screenshot shows the Blackboard Collaborate interface. On the left, a dark sidebar menu titled 'Training Recordings' is visible. A blue circle highlights the 'X' icon at the top of the menu, and a yellow box with the number '3.' is placed next to it. The menu items are: 'Use your phone for audio', 'Report an issue', 'Tell me about Collaborate', 'Blackboard Collaborate Help', and 'Privacy Policy'. At the bottom of the menu, the 'Leave Session' option is highlighted. The main content area shows a 'Welcome!' screen for the Schoolcraft College Learning Support Services. The screen includes the college logo, the text 'Welcome!', and 'Learning Center: Tutoring and Writing Support'. Below this, there are sections for 'Helpful Tips:' and 'Questions?'. The 'Questions?' section provides contact information: 'lc@schoolcraft.edu' and '734-462-4436'. At the bottom of the screen, there are icons for 'Leave Session', 'Mute', 'Unmute', and 'Help'.

To exit the session, click on the “Leave Session” option to the bottom of the menu.

Additional Resources:

- Support to learn collaborate can be found on the Blackboard Platform website:
<https://help.blackboard.com/Collaborate/Ultra/Participant>
- Speak to an LC team member for more information about using the platform

Questions?

Remote Access Learning Center: lc@schoolcraft.edu | 734-462-4436

General Blackboard Support: bbsupport@schoolcraft.edu