

## UNIVERSITY OF PHOENIX Campus-Based Students: Details on Blackboard Collaborate

March 14, 2020

Dear Students,

Yesterday, on March 13, 2020, you were made aware (via an email) of the University's decision to utilize the [Blackboard Collaborate Course Room](#) tool in Blackboard Ultra for local campus sessions meeting on **March 16, 2020** through **April 3, 2020**.

A few key reminders from the initial communication:

- Your class will meet on the same date and time as it is normally scheduled to minimize any disruption to the pre-existing commitments and plans you have built into your busy life in order to go to school.
- The Blackboard Collaborate Course Room is already natively located in our learning management system – where you already go to access your course materials, submit assignments, and see your grades – and you already have access to this tool and may have also used it prior to this point in time.
- This change is expected to be temporary; as the University continues to monitor the latest credible medical information concerning COVID-19, we will provide you updates in the event that we adjust the dates for this transition.
- In certain instances, some students in specific programs leading to licensure may not be able to attend courses virtually due to licensure or regulatory requirements – in this scenario, these students will be contacted individually by their College Leadership or Faculty with additional information prior to the course meeting time.
- This modification only affects our campus-based students, and our existing online students will experience no change to the structure and delivery of their courses.
- If you need an accommodations due to this transition, please submit a [referral](#) to the disability services office.

### **Prior to your class:**

It is important for you to access the *Blackboard Collaborate Course Room* prior to your class date/time. When entering a Collaborate session for the first time, you will have the option to configure your audio/video settings and take a Collaborate tutorial, which will familiarize you with its basic features. If you have never used the *Blackboard Collaborate Course Room* before, be sure to access this [tutorial](#).

If you are having difficulty accessing the classroom, please call tech support at 877-832-4867.

### **Class Details:**

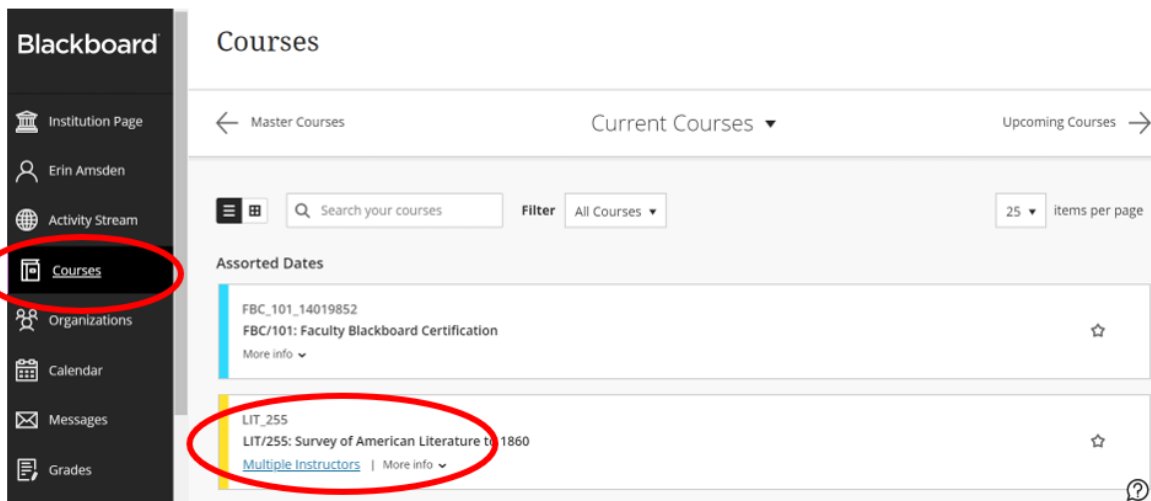
Your class will meet in the *Blackboard Collaborate Course Room* on the same day and time as your scheduled local course. Your instructor will take attendance shortly after class starts by using the “raise your hand feature” in the classroom. Instructions on the process used to take

attendance for these collaborate sessions can be found [here](#). Within the course room you will be able to interact with faculty and classmates in same way as you currently do on campus.

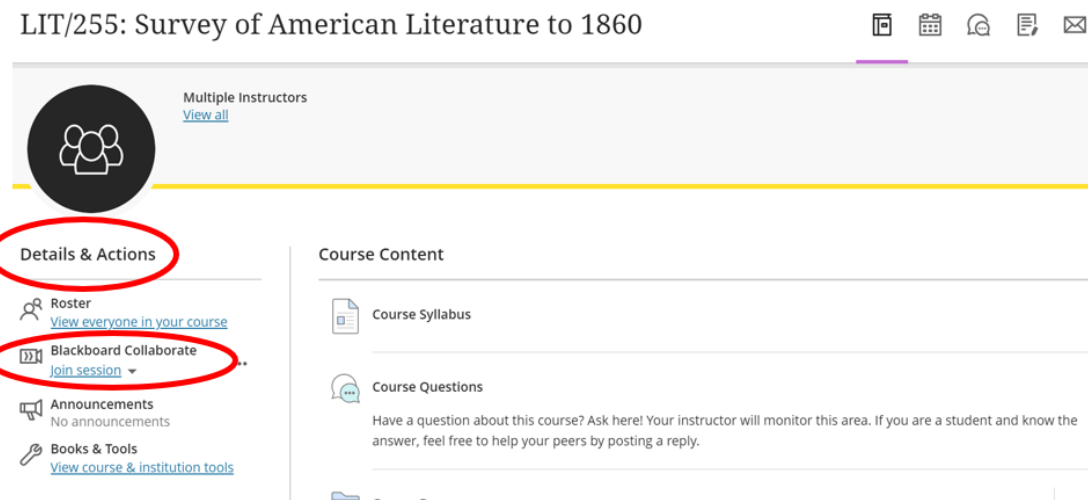
If you have concerns about connectivity, you are welcome to go to your local campus and use the WIFI and/or Student Resource Center. Should it become necessary for the local campuses to close for a period of time, please reach out to your assigned Academic Counselor as soon as possible to discuss alternatives. Students are also able to access the *Blackboard Collaborate Course Room* from a mobile device using a mobile web browser or the Blackboard App.

### **How to access your Class:**

You can attend class by logging into Blackboard Ultra and accessing your current course.



Once you have accessed your current course, navigate to the left side of the page and locate the Details and Actions section. There you will see a link that says “join session” under the Blackboard Collaborate heading. Click that link.



### **Additional Resources**

Soon, you will see an eCampus alert appear on your eCampus home page. This alert will remain active and visible during the time period in which we are having students attend course sessions virtually. Linked within the alert will be documents related to the using the *Blackboard Collaborate Course Room*, instructions on the attendance process, and an FAQ document designed to answer many common questions. Detailed information on these documents is below.

- ***Collaborate Course Room Resource Guide*** – This document is designed to help you navigate the *Blackboard Collaborate Course Room* and provide details on the functionality of the platform.
- ***Local Campus Virtual Sessions during COVID-19 FAQ*** – FAQ first for more detailed answers to common questions. If your question is not included, please reach out to a Campus Services Representative or your Academic Counselor for more information. This document will continue to be updated as needed.
- ***Student Attendance Instructions for Collaborate Sessions*** – Instructions for the attendance process while using Collaborate for local campus courses

We remain committed to your safety as well as that of our faculty and staff. For any questions about this change, please reach out to your Academic Counselor or the staff at your local campus. For technical questions regarding Blackboard Collaborate, contact the technical support team at 877-832-4867. For the latest information concerning the University's response to COVID-19, please visit our microsite at [www.phoenix.edu/COVID19](http://www.phoenix.edu/COVID19).

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