

Pioneers - Stepping into the Unknown with Collaborate Ultra

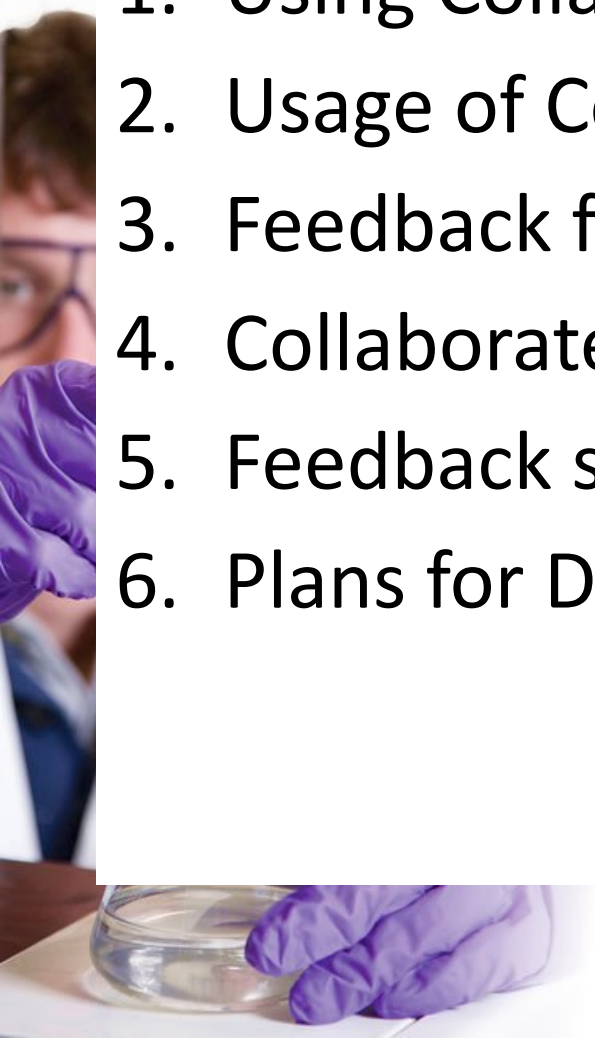


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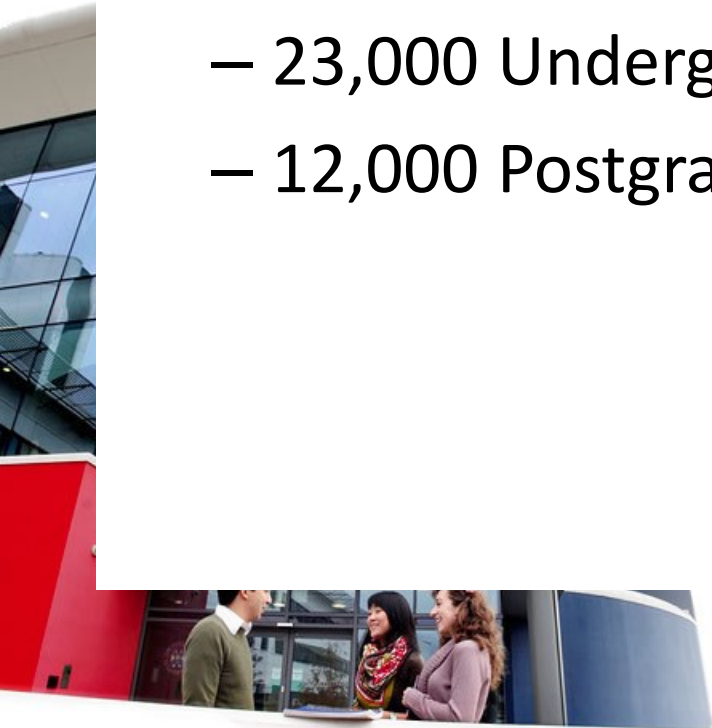
Session Plan

- 
- A person wearing purple gloves is working with a petri dish, likely in a laboratory setting. The person's face is partially visible on the left side of the frame.
1. Using Collaborate at UoE
 2. Usage of Collaborate 12.6
 3. Feedback from Staff
 4. Collaborate Ultra Pilot
 5. Feedback so far from staff and students
 6. Plans for Deployment

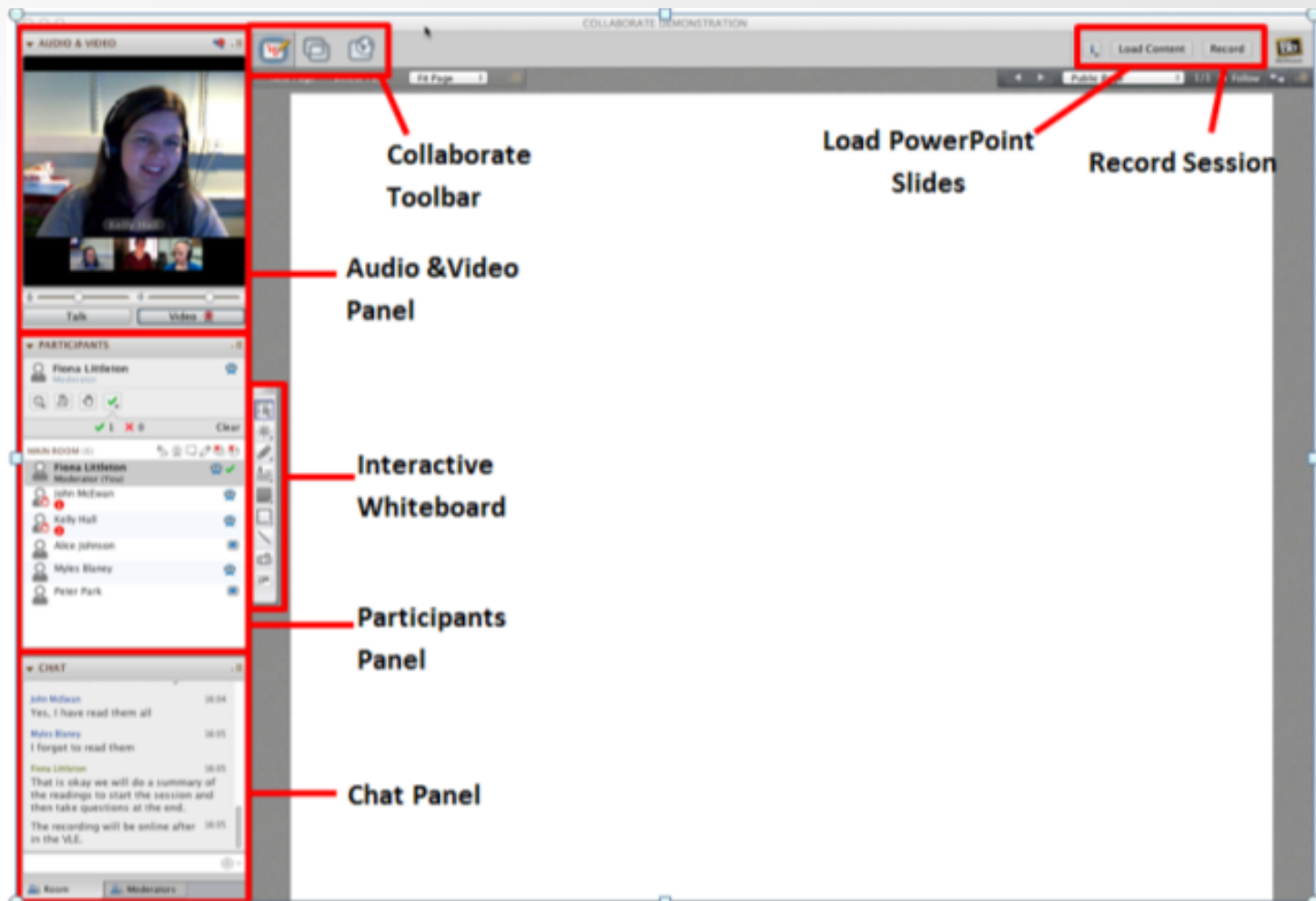


University of Edinburgh

- Founded 1582
- 9,000 Staff
- 35,000 Students (all levels of study)
 - 23,000 Undergrad
 - 12,000 Postgrad



Collaborate 12.6



Experience of using Collaborate 12.6

Integrations:

- Blackboard Learn (Main Campus VLE – 80% Courses)
- Moodle (ODL programmes)
- MyEd (Bespoke Student/Staff Portal)

Users:

- All Staff (create session in Learn, Moodle, MyEd)
- All Students (create session in MyEd)

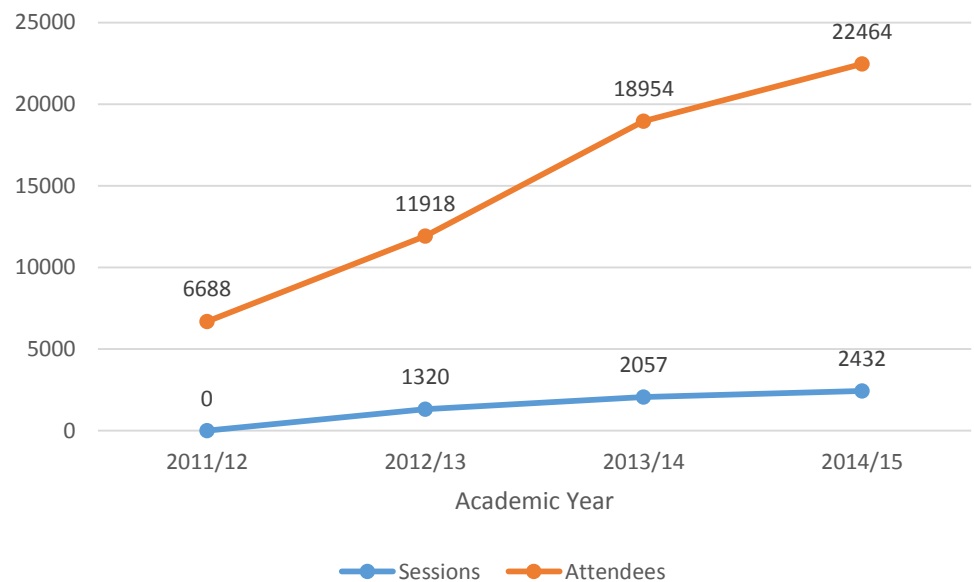


Usage of Collaborate 2011 to 2015

- Attendees per session
 - AY 14/15 total over 22,000 attendees
 - Monthly average: 1,800
- Session created per month
 - Ay 14/15 total over 2,400 sessions
 - Monthly average: 202

Room to Grow with over 35,000 Students and 9,000 Staff!

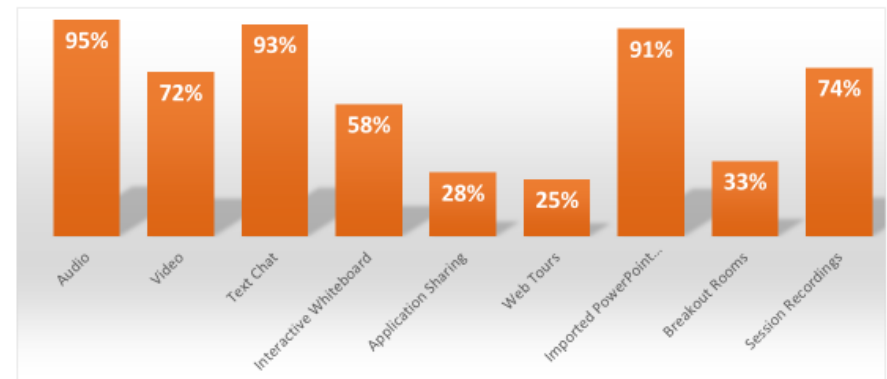
Collaborate Usage at University of Edinburgh 2011-2015



Highlights from Collaborate 12.6 Staff Survey

- First Ever Survey March 2015
- Two relevant mailing lists reach approximately 320 staff at the University. There were 45 responses.
- Over 74% either “very satisfied” or “satisfied” with the Collaborate tool.
- 42% of staff use Collaborate with external contacts (people outwith the University).
- 81% would recommend the Collaborate service to a colleague.

What tools do you make use of within Collaborate?



The most used tools within Collaborate are:

- Audio (95 %)
- Text chat (93%)
- PowerPoint presentations (91%)



Issues with Java – Downloading Launcher

- “I think the problem is with the tool, not the service. Many students fail ever to get Collaborate working at all (or are put off by the perceived complexity of setting it up).”
- “There have been a few glitches with Collaborate - the biggest issue is the Java applet and students (and staff) struggling with that and not being able to access the session.”
- “The need for external users to download the software, the interface, the general experience.”




Additional Comments for improving Collaborate

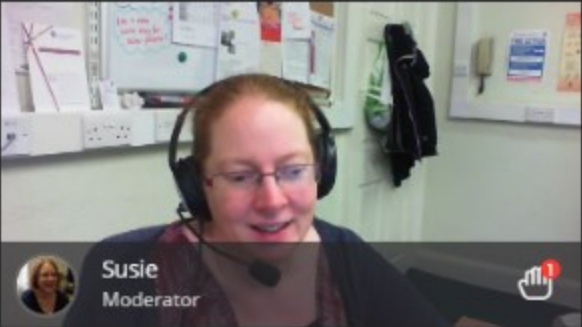
- “Simplify”
- “Probably its weakest feature is the audio quality, which is really quite ropey at times.”
- “Lose the need for Java!”
- “Being able to pre-load presentations would be a great improvement.”
- “there could be a better 'pointer' tool for the tutor to use”




Collaborate Ultra - Kelly Hall




Susie
Moderator







Jess
Hi Kelly




Jess
Hello Susie




Jess
It's Jess here









Jess




Kelly Hall
Hi Susie and Jess!



David



Say something... 

The logo of The University of Edinburgh, featuring a circular emblem with a shield in the center, surrounded by the text "THE UNIVERSITY OF EDINBURGH".

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What's Available (Features)

Roles:

- Moderator
- *Presenter
- Participant
- *Captioner

* New

More information here:

https://en-gb.help.blackboard.com/Collaborate/Ultra/Administrator/030_Changes

End-User Tools:

- No Java!
- Application sharing
- Audio and Video (webrtc)
- Chat (no private chat)
- Moderator Chat
- File sharing (.ppt, PDFs!)
- Live Closed Caption
- Profiles (add photo)
- Whiteboard
- Chrome or FF (v.43) supported



Collaborate Ultra Pilot

- Began September 2015
- 3 Programmes
- Individual and Group Training with Staff
- No Integrations
- SAAS created sessions



Who are the Piloters!

- **MSc Internal Medicine (ODL)**
 - 3 year programme, 120 students, working with 4 Staff
 - Used Collaborate 12.6
 - Major issues - were going to move to skype
- **Students Recruitment and Admissions**
 - Support staff all over University / Prospective Students
 - Virtual Open Days - Monthly Online Sessions
 - Monthly attendance anywhere from 100 to 1,000 students
 - Issues with Java - hindrance to attendance?
 - Only 20% attendance in online sessions
- **MSc Design and Digital Media (ODL)**
 - New programme - never used Collaborate 12.6
 - College of Art - Ultra fits in with clean look!

Feedback from Pilots

Generally people are happy with Ultra but miss functionality that available in Collaborate 12.6

- Better Audio and Video quality
- No Java!
- Lot easier to use as beginner
- no particular difficulty for students
- Dec 2015 was a 36% attendance for first use of Collaborate Ultra with Student Recruitment Virtual Sessions
- Chat bar could be improved - would like ability to expand
- Could reshape side bar/panel like in current version
- Clicking between different icons
- No icon to indicate who's talking or to switch of individual permissions
- No private chat
- Waiting on Mobile App
- Issues with NHS supported PCs
- Only supported in Chrome (and now Firefox v. 43)

Deployment of Collaborate Ultra

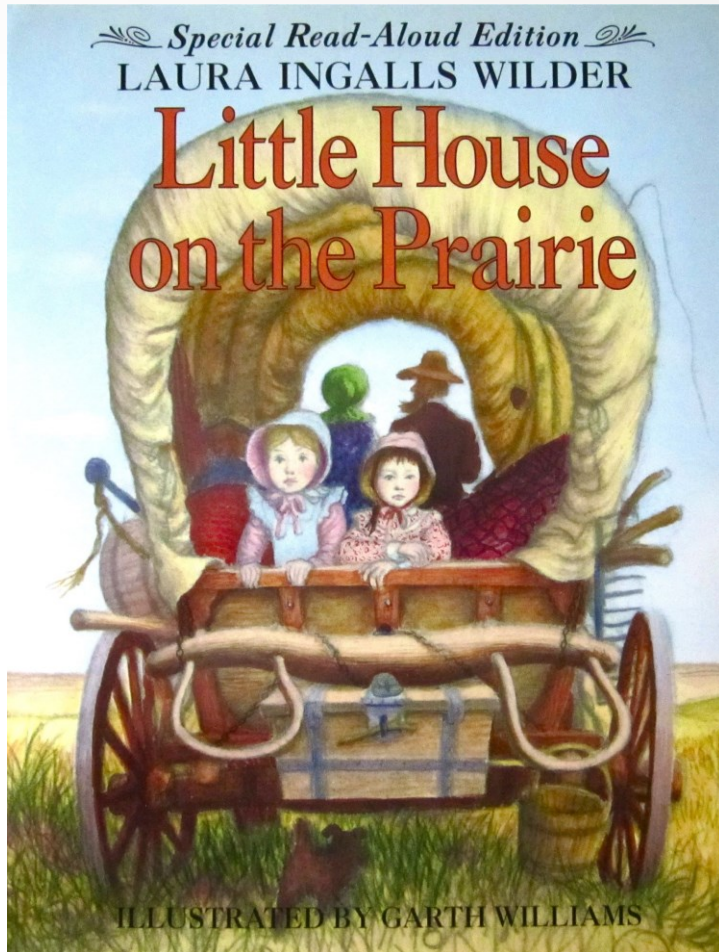
- Scheduled June 2016
- Project to Upgrade MyEd channel with new API
- Waiting for more functionality i.e. breakout rooms
- Run lots of training, f2f and online
- Promotion – Learning Tech Fairs
- Case Studies/ Training Videos/ Webpages/ Documentation

References

- Covered Wagon by [John Fowler CC BY 2.0](#)
- University of Edinburgh (2015) *ILW Dive In*. available at: <http://www.ed.ac.ukCC/news/2015/ilw-2015-060215> CC BY 4.0
- di-logo-java-orange By [Silveira Neto](#) CC BY-SA 2.0
- Collaborate User Survey Report: <http://www.learningservices.is.ed.ac.uk/wordpress/results-collaborate-survey-2015/>
- Little House on the Prairie by Garth Williams available at: <http://www.amazon.com/Little-House-Prairie-Ingalls-Wilder/dp/0681128046>



Questions?



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