Introduction to Blackboard, Panopto and Zoom

FOR NEW TEACHERS AND TA/SUPPORT STAFF

What can they do?

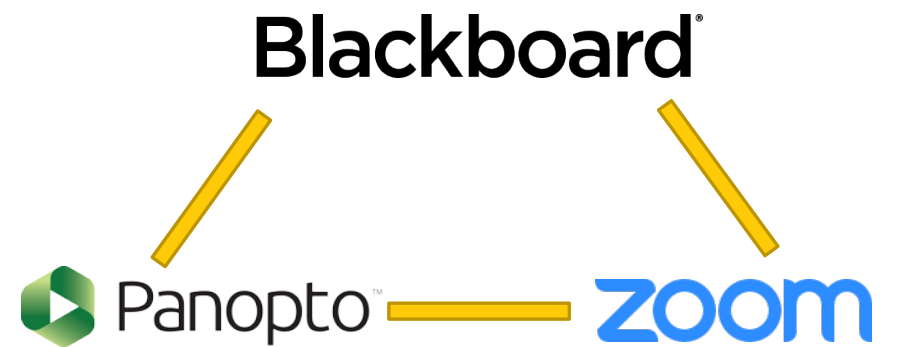Blackboard®   Panopto™   zoom

Blackboard

Learning Management System (LMS)
- ◦ File sharing
- ◦ Collaborations
- ◦ Communications
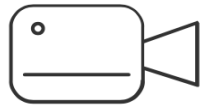- ◦ Assessments

Blackboard

Access point for / Integrated with Panopto and Zoom

Panopto

From the official Panopto website (panopto.com):

Create

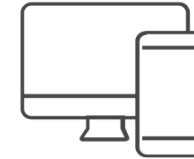Easily capture video from multiple cameras, presentations and screens.

Share

Securely share content so the right people can access it.

Search

Search your video library for the right video and the right moment.

Watch

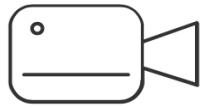Broadcast live and on-demand to reach everyone.

Measure

Observe viewer behavior to ensure audience engagement.

Panopto

From the official Panopto website (panopto.com):

Create

Easily capture video from multiple cameras, presentations and screens.

Share
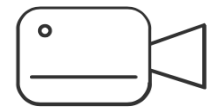
Securely share content so the right people can access it.

Measure

Observe viewer behavior to ensure audience engagement.

Panopto

- ◦ Upload videos

- ◦ Record your lectures with Panopto recorder

- ◦ Set up assignment folders for students to upload their videos

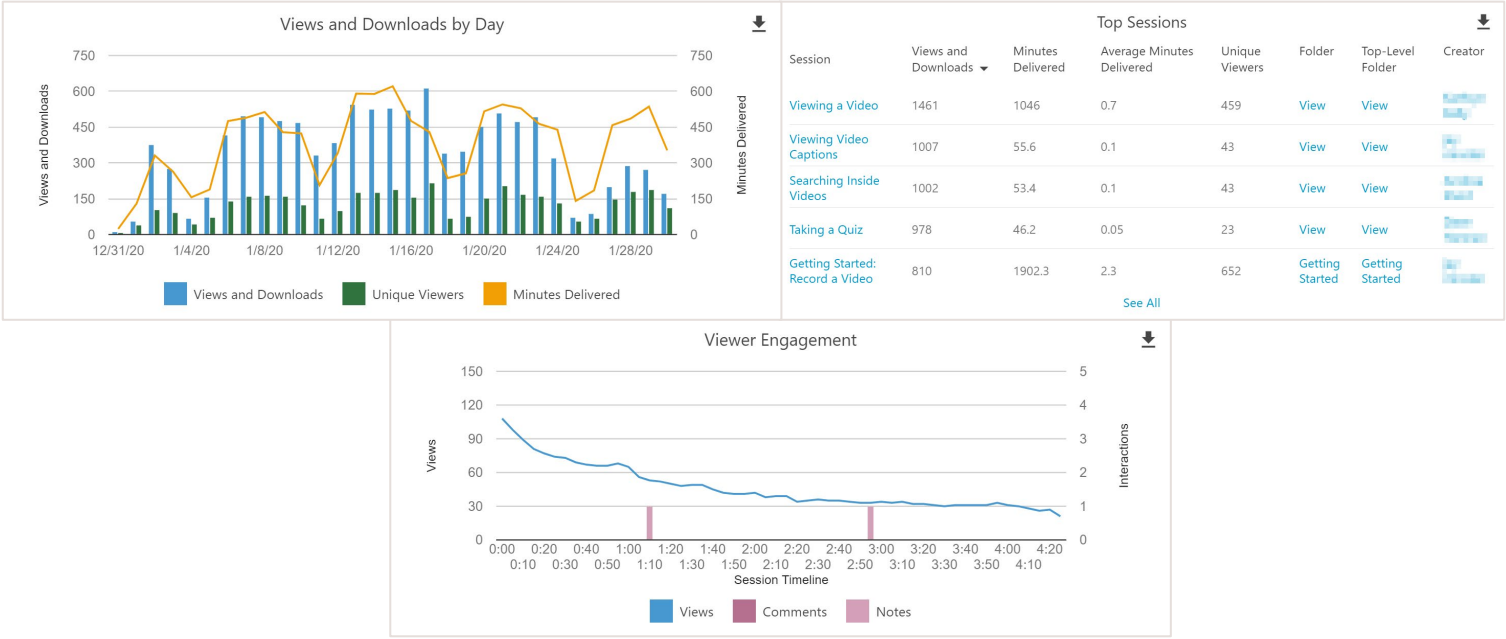- ◦ Create simple video quizzes

Create

Panopto

By default:
- ◦ Only users in the respective Blackboard course can access the videos
- ◦ Viewers (students) cannot download the videos

Share

Panopto

Statistics are available

Measure

Zoom

Videoconferencing tool that supports synchronized teaching and learning

- Live lectures
- Live discussions
- Recordings for video assignments
- Online exam invigilation
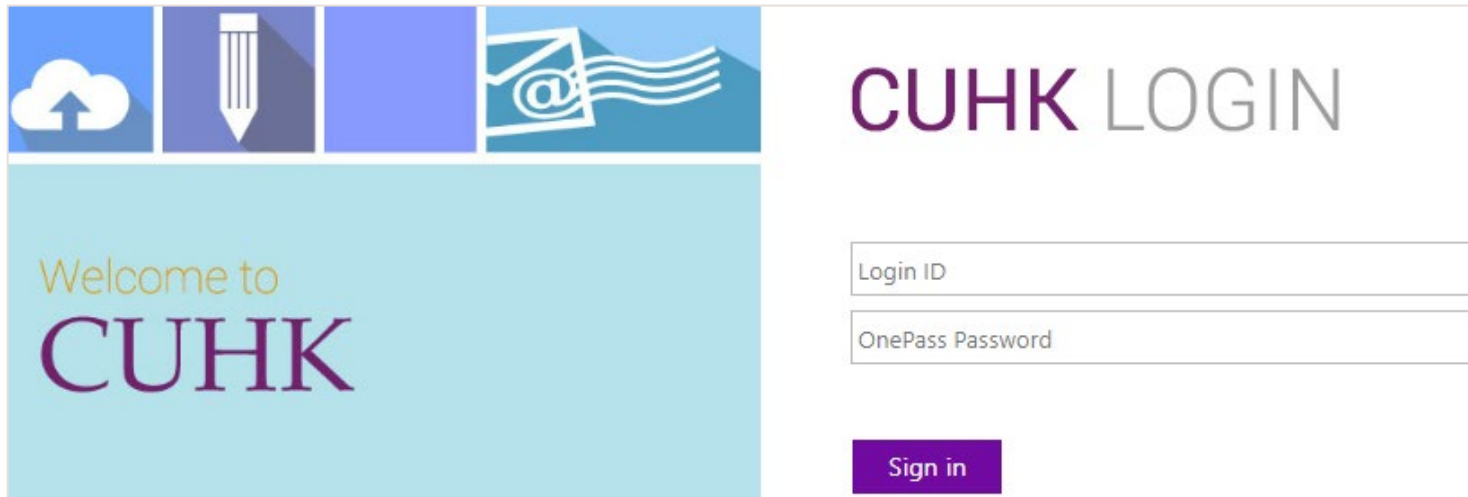
Preparation

Access

Login ID:
- Staff: **alias@cuhk.edu.hk**
- Student: **Student-ID@link.cuhk.edu.hk**

OnePass Password

Haven't got your account?
- *Check with your unit first.*
- *Your unit can request a temporary account for you.*
- *Contact ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk)*

Access

Additional reminder!

- **DUO Two Factor Authentication (2FA)**
  - Set it up and try it out before class
  - Bring your mobile device with you for the internet connection
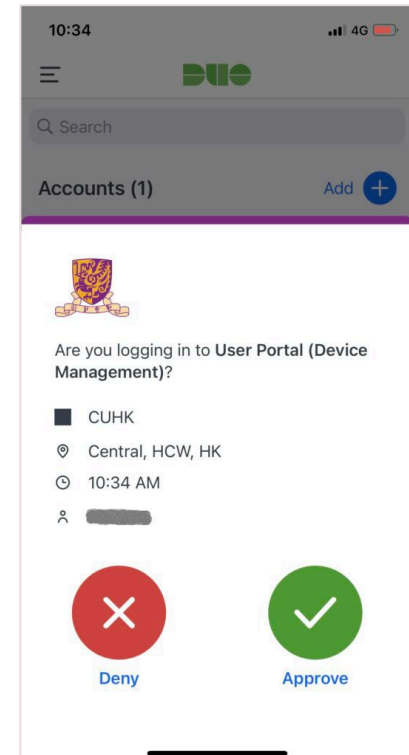
Access

Using Blackboard and Panopto in mainland China

- ◦ Performance varies among different cities and/or service providers
- ◦ Apply for **CUHK VPN Add-on Service** if needed

Keep your browser and Zoom updated

Browsers
- Chrome: [How To Update Your Chrome Browser](#)
- Firefox: [Update Firefox to the latest release](#)
- Microsoft Edge: [Microsoft Edge update settings](#)
- Safari: [Update to the latest version of Safari](#)

Zoom
- Download: [Downloading the Zoom desktop client and mobile app](#)
- Update: [Updating Zoom to the latest version](#)

Blackboard

Access Blackboard

Web
- Sign in **https://blackboard.cuhk.edu.hk**, or
- Via **MyCUHK (https://portal.cuhk.edu.hk)** > eLearning > Blackboard

Access Blackboard

Blackboard app

- Good for simple features, e.g.,
  - Posting announcements
  - Viewing contents

- Not all features are available
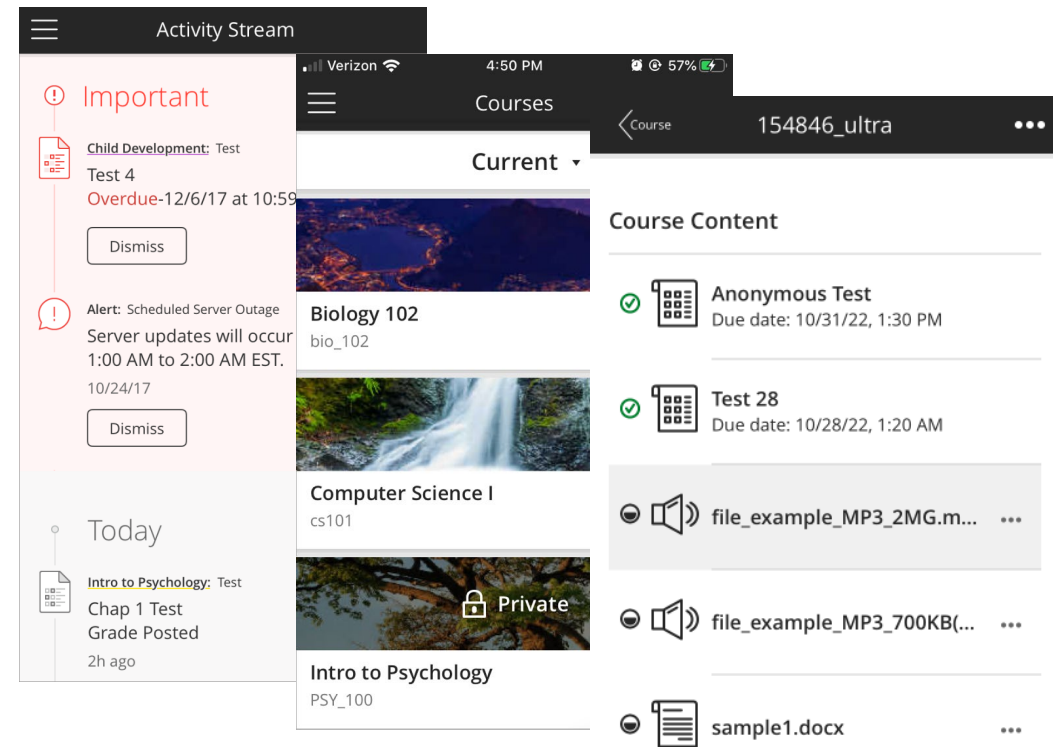
Access Blackboard Courses

A course teacher cannot find course(s) on 'Courses' page after logging in Blackboard

Access Blackboard Courses

Check CU Student Information System (CUSIS) / Programme Office
o Assigned as teaching staff in the course or not on CUSIS

**Instructors and Students
synchronized
from CUSIS to Blackboard <u>daily at night</u>**

CUSIS
Chinese University
Student Information System

NO TA/Support Staff

Blackboard

Access Blackboard Courses

Instructor can add TA/Support in his/her Blackboard Courses

◦ [CUHK User Management Tool](#)

Access Blackboard Courses

NO TA/Support Staff

Access Blackboard Courses

TA/Support Staff: manual enrolment is needed

◦ Request Instructor or TA/Support Staff in the course to enrol you using CUHK User Management Tool, OR

◦ Send your request to elearning@cuhk.edu.hk (Remember to copy your email to the course instructor or department staff)

◦ Batch enrolment template for multiple courses

Combined course

E.g., 2023R2-FNSC3000A & 2023R2-FNSC3000B are taught by the same teacher.

Will use same set of materials, and she doesn't want to upload them twice.

2023R2-FNSC3000**A**   2023R2-FNSC3000**B**

2023R2-FNSC3000**AB**
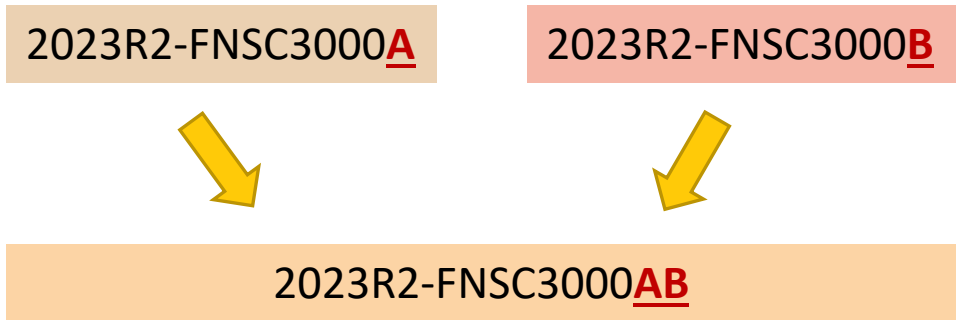
The individual courses will be hidden
o   unless request to keep them
Students will be put into two groups according to their classes
o   yet some data/information may not be separate into groups (e.g., Individual assignment files will NOT be downloaded in groups)

What Blackboard can do?

Learning Management System (LMS)

- ◦ File sharing
- ◦ Collaborations
- ◦ Communications
- ◦ Assessments

Resources

User guides for Beginners

- ◦ General features: [Blackboard Quick Start Checklist for Staff Users](#)
- ◦ Online assessment: [Blackboard Test Quick Start Guide](#)
    - ◦ [Blackboard Online Test Best Practices for teachers and supporting staff](#)

Resources

Online courses
- ◦ [Quick Start for Blackboard, Panopto, and Zoom](#)
- ◦ [Blackboard online courses](#)

For more, please visit CUHK EdTech Help Center: https://help.edtech.cuhk.edu.hk

Resources

Comprehensive user guides
- Blackboard Instructor Guide (Original Course View)
- Blackboard Help

Help
- CUHK EdTech Help Center (https://help.edtech.cuhk.edu.hk)

Contact us (e.g., request a blank testing course):
- ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk)
- elearning@cuhk.edu.hk

Blackboard new interface:
Ultra Course View (Pilot)

Contact us (ITSC Service Desk / elearning@cuhk.edu.hk) if you would like to learn more.

Panopto

Panopto integration with Blackboard

Creator:
Instructor and TA/Support Staff of the Blackboard course

Viewer:
Students enrolled in the Blackboard course

Panopto integration with Blackboard

By default:
- Only users in the respective Blackboard course can access the videos
- Viewers (students) cannot download the videos
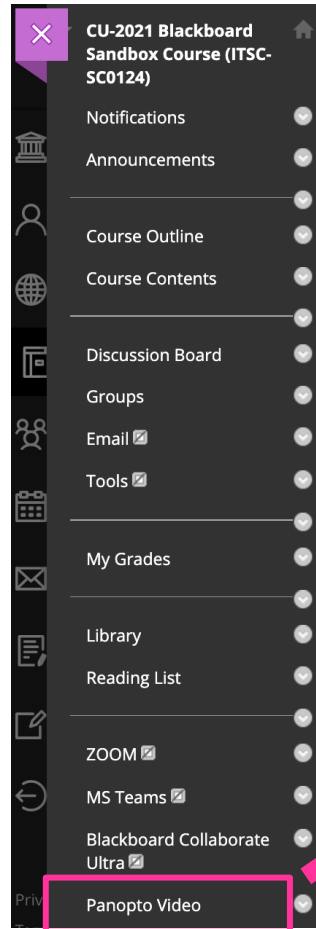
Panopto integration with Blackboard

Having trouble when access Panopto via Blackboard?

◦ Blackboard App is NOT supported. Use a browser > click 'Panopto Video' via the Blackboard course menu

◦ Make sure Third Party Cookies have been enabled

◦ CUHK EdTech Help Center: Troubleshooting problems accessing Panopto via Blackboard
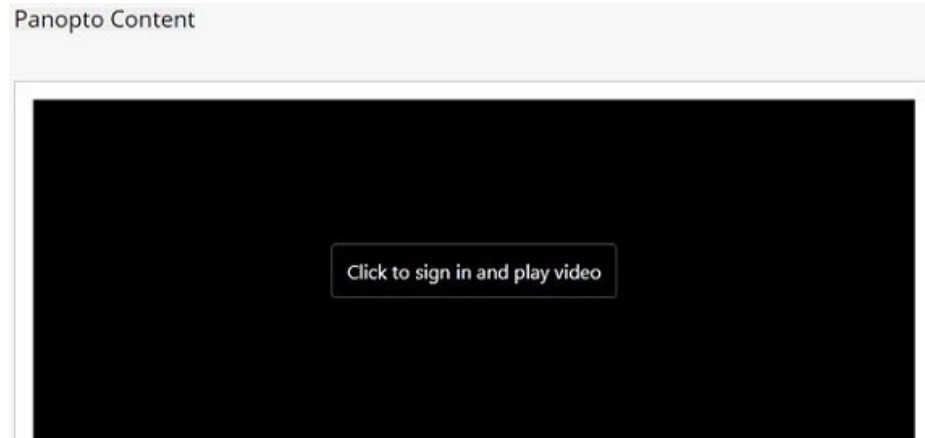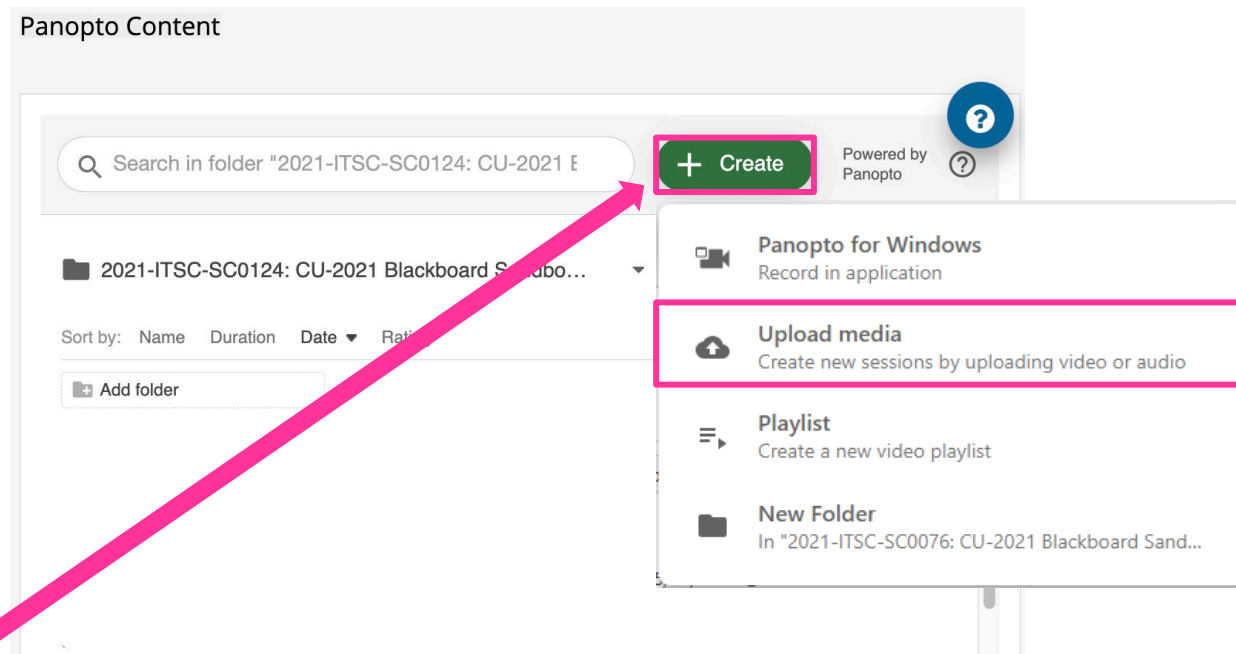
Panopto Content

Click to sign in and play video

Upload video

The video will be ready the next day

Lecture recording

All classrooms **supported by AVSU** have installed **Panopto recorder software** for lecture recording

Reminder!
- Classroom network (VPN) requires **DUO Two Factor Authentication (2FA)**
  - Set it up before class
  - Bring your mobile device with you for the class

You could download and install the software on your computer as well

Lecture recording

Lecture recording

Make sure the destination folder is correct.

Lecture recording

Expand the 'Blackboard' folder to find the destination folder

Lecture recording

- **Video:** Select **'None'** if video is not needed (Or else requires long time for the upload).

- **Audio:** Make sure it is **NOT** **'None'** (Or else the recording will be unusable). Check the volume bar before the recording.

- Select **'Capture Computer Audio'** if needed.

- You could **enable screen capture preview**.

Lecture recording

After you have stopped the recording…

Lecture recording

***Important!
Upload in progress,
DO NOT close the recorder!

Lecture recording

Upload completed.
You can close the recorder.

Lecture recording

Please expect the recording to be ready the next day

You could check Panopto to see if it is processing.
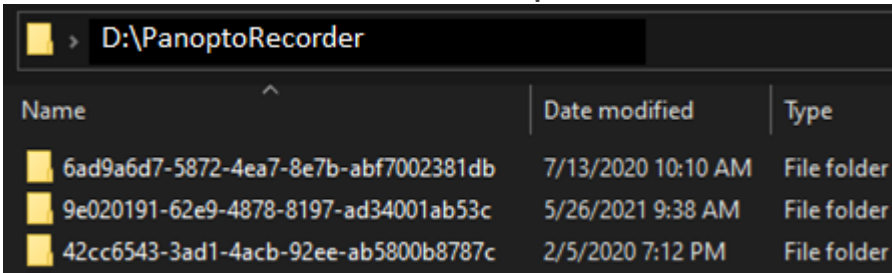
◦ If it shows 'uploading' > **need to continue uploading with the classroom computer on the same day!**
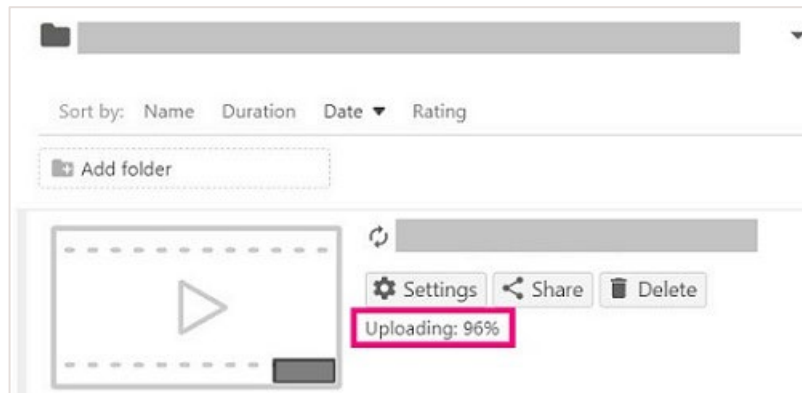
Lecture recording

Back up the local recording files

- ◦ Local recording files store on the classroom computer for <u>ONE day</u>
- ◦ Most of the classroom computers: the location is <mark>D:\PanoptoRecorder</mark>

- ◦ Check 'Date modified to see which folder(s) are related to your recordings. Copy the folder(s) to your own drive or OneDrive. Then contact us (ITSC Service Desk: https://servicedesk.itsc.cuhk.edu.hk / elearning@cuhk.edu.hk) for the follow-up

Other features

We suggest users collect video assignments on Panopto instead of Blackboard
- (For staff) Create Video Assignment Folder on Panopto
- (For student) Submit Video Assignment (Panopto)

How to Add a Quiz to a Video

Share a Panopto folder with specific students in class

Learn About Folder and Session Level Statistics

And more on Panopto Support (https://support.panopto.com/)...

Resources

Panopto Support (https://support.panopto.com/)

Online Course: Quick Start for Blackboard, Panopto, and Zoom

CUHK EdTech Help Center (https://help.edtech.cuhk.edu.hk/)

Contact us:
- ◦ ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk)
- ◦ elearning@cuhk.edu.hk
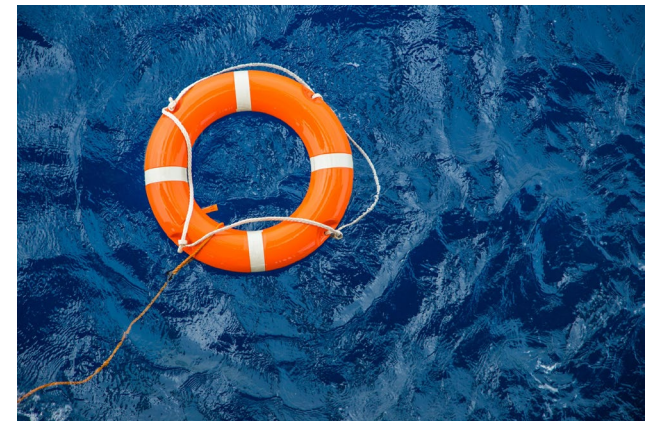
Zoom

Zoom licenses

Capacity

- **All CUHK Staff and Student: Meeting300**

Meetings and webinars comparison

Meeting	Webinar
• More interactive sessions • Participants list is visible to all participants	• A virtual lecture hall or auditorium, ideal for large audiences or events that are open to the public • Webinar attendees do not interact with one another

Zoom licenses

Special license (assigned on request)
◦ Meeting1000
◦ Webinar500/1000/3000/5000

This video focuses on **Meeting only**.

For Webinar: Zoom Support: Zoom Webinars Support

Time limits for Zoom meetings

[Understanding time limits for Zoom Meetings](#)

Meeting ends **after 30 hours**
- 1 host, no participants
- 1 host, 1 or more participants
- 0 host, 1 or more participants
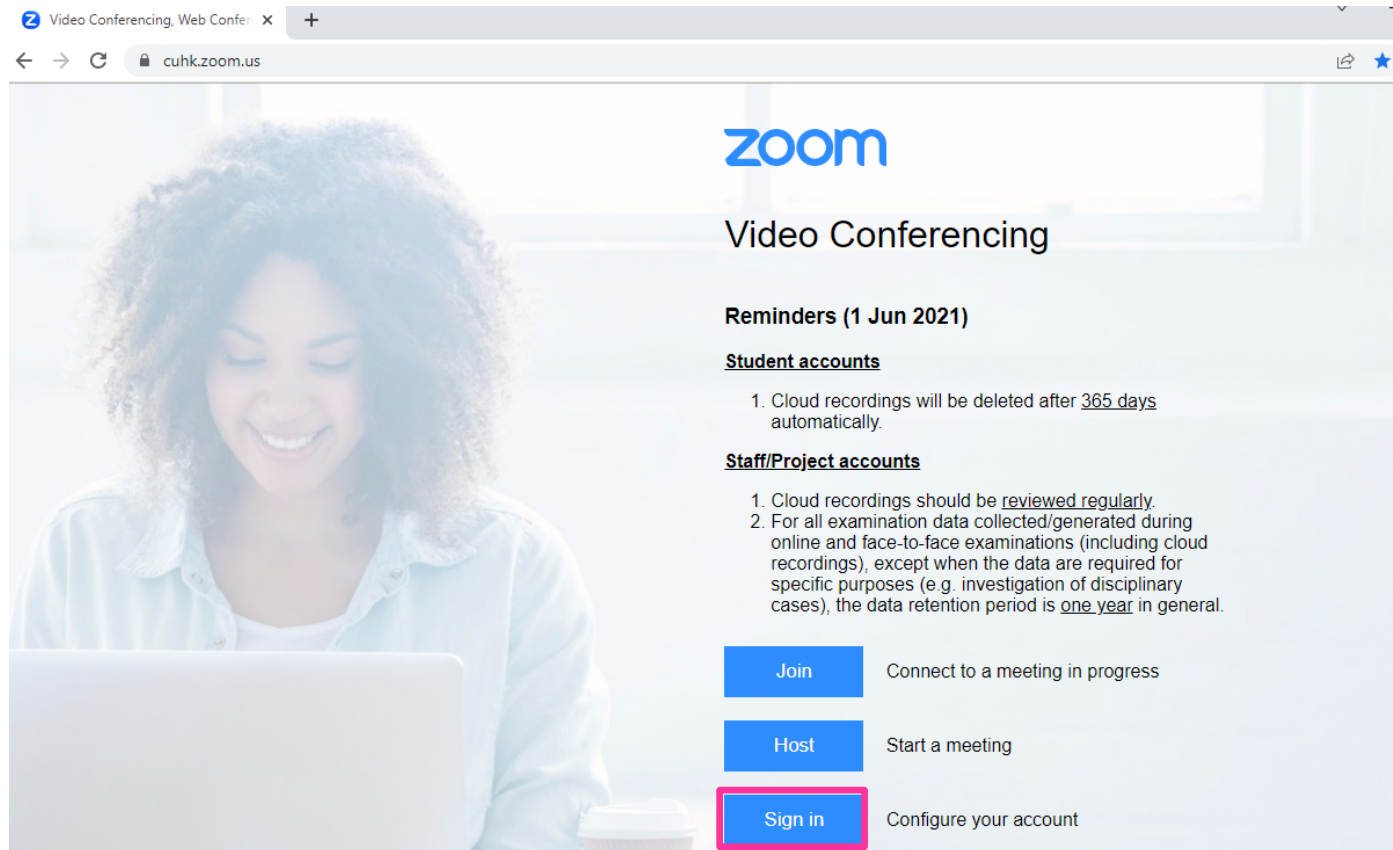
Meeting ends **after 40 minutes**
- 1 host and 1 or more participants joined. Only one person remains in the meeting. The meeting will end 40 minutes later if no one else joins.

Workflow for Zoom meetings – '5S & 2R'

1. (New user only) **S**ign in Zoom to activate your account

2. **S**chedule a meeting and **S**hare the meeting information

3. **S**tart a meeting

4. **S**ecurity

5. **R**ecordings

6. **R**eports

Sign in Zoom to activate your account

'cuhk.zoom.us'

Schedule a meeting and
Share the meeting information

Method 1: On 'cuhk.zoom.us'

- ◦ [Where to find the meeting invitation text](#)

Schedule a meeting and Share the meeting information

Method 2: Via the Blackboard Course ([Blackboard's ZOOM Integration](#))

This symbol means the menu item is hidden from students
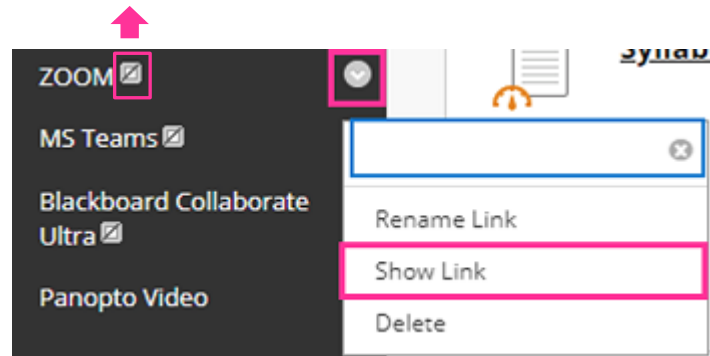
Remember to show the 'ZOOM' link in the course menu

◦ The meetings and recordings scheduled via the Blackboard Course is <u>NOT</u> restricted to the users in the Blackboard Course

Start a meeting

Preparation:

1. [Download (https://zoom.us/download)](https://zoom.us/download) and install Zoom desktop client / app.
2. Follow the steps on [ZOOM Instructor Guide](#) to sign in. **Remember to choose 'SSO' when signing in.**
3. [Update it to the latest version](#) before your meeting.

Start a meeting

[Download](#) and install Zoom desktop client / app. [Update it to the latest version](#).

Follow the step on [ZOOM Instructor Guide](#). **Remember to choose 'SSO' when signing in.**
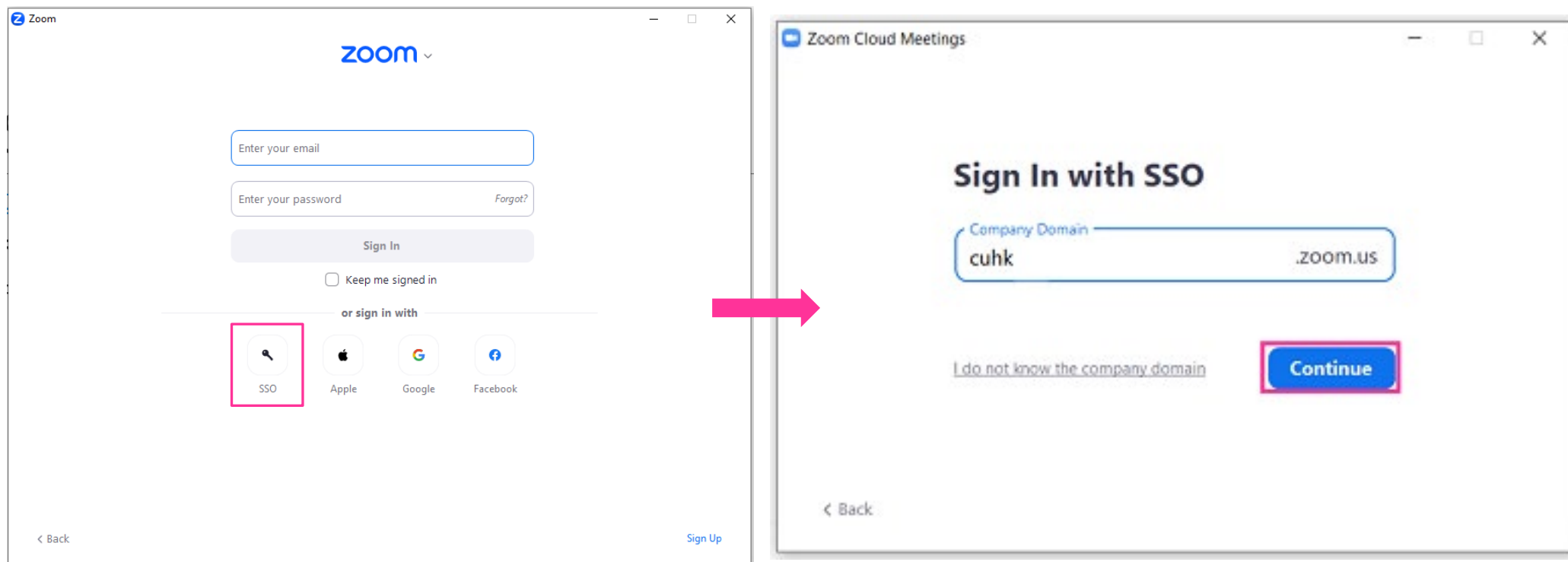
Start a meeting

Security

Meeting options:

- **Passcode + Waiting room**
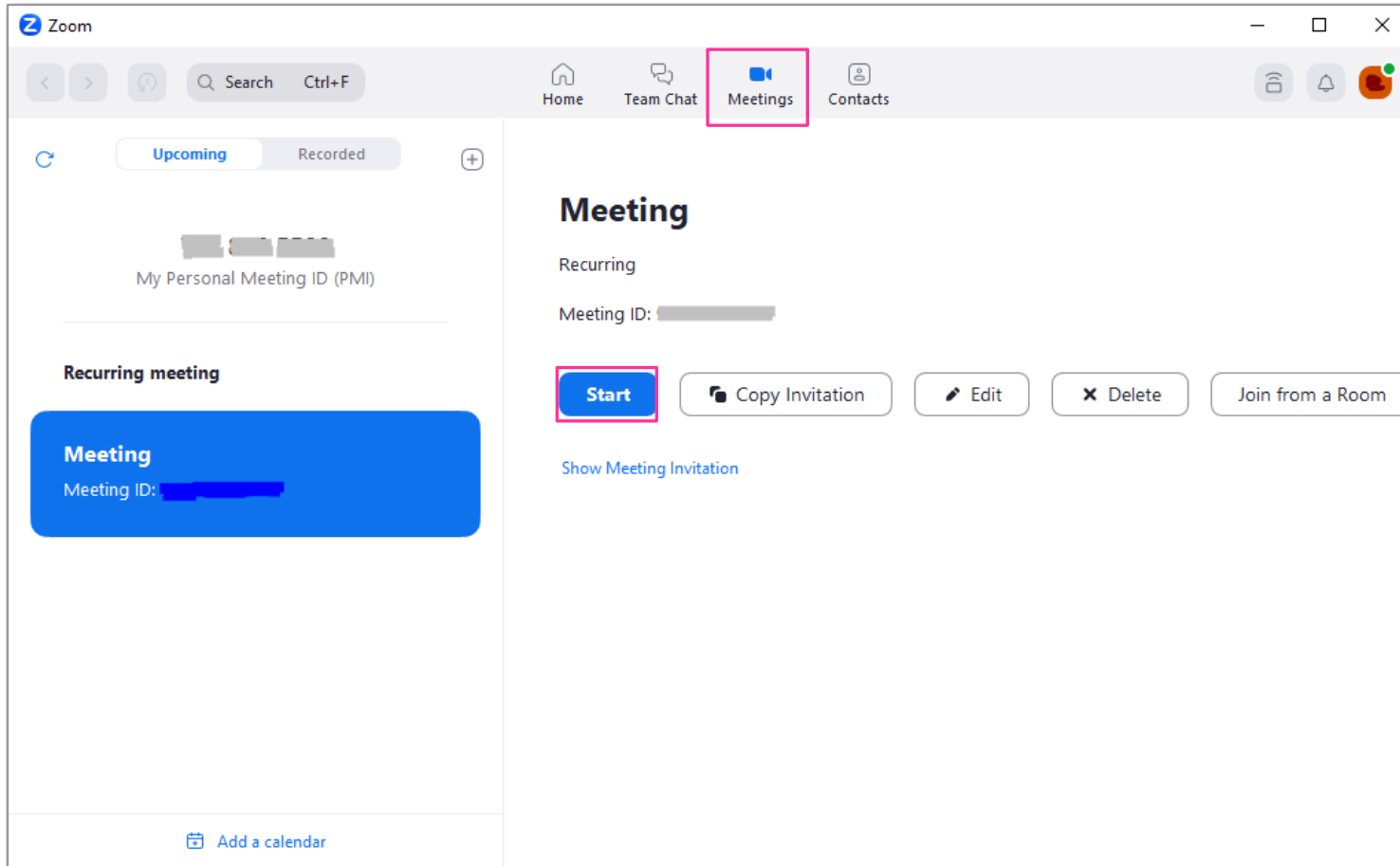- [Set 'Require authentication to join (CUHK only)'](#) (especially if you will use pre-assigned breakout room and/or check meeting usage report)

Security

Meeting options which we DON'T recommended:
- Allow participants to join anytime AND
- Automatically record meeting AND
- WITHOUT waiting room

Security

[In-meeting security](#)
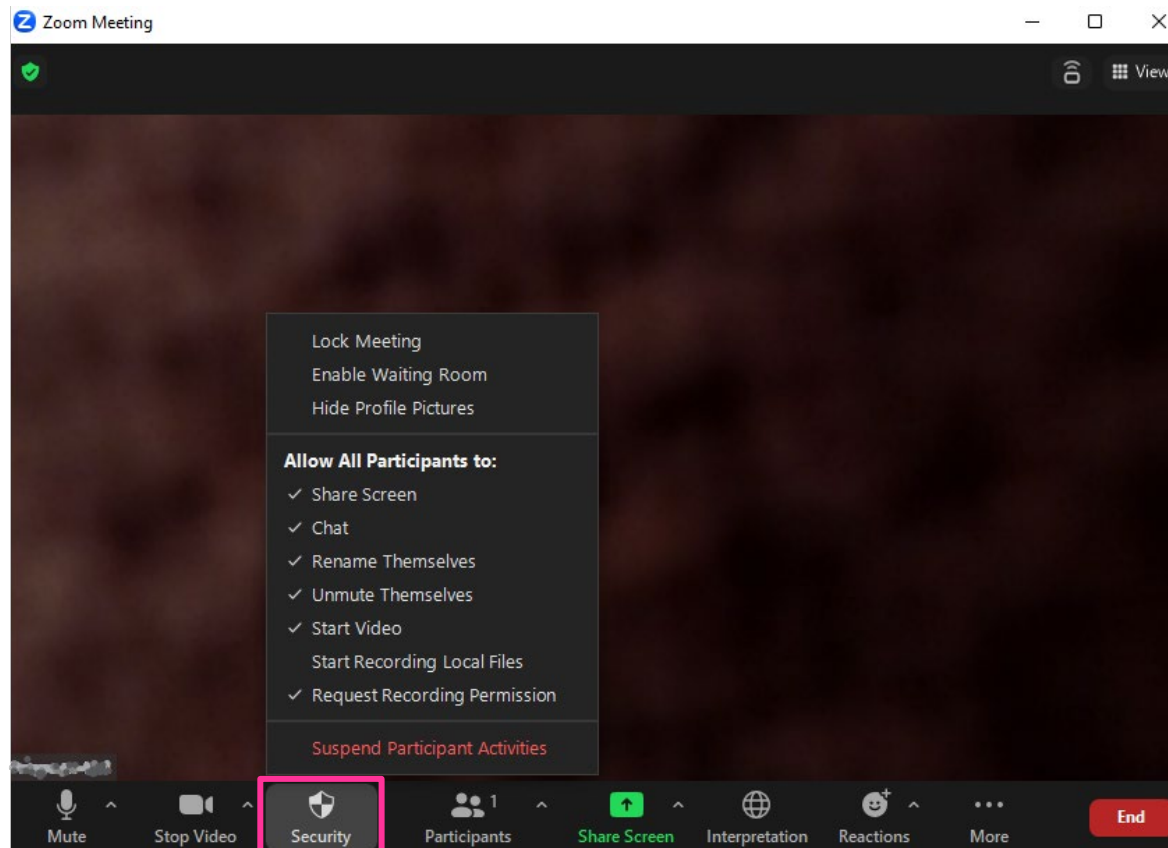
Security

[Sharing your screen or desktop on Zoom](#)

◦ Select application instead of screen to avoid disclosing sensitive information
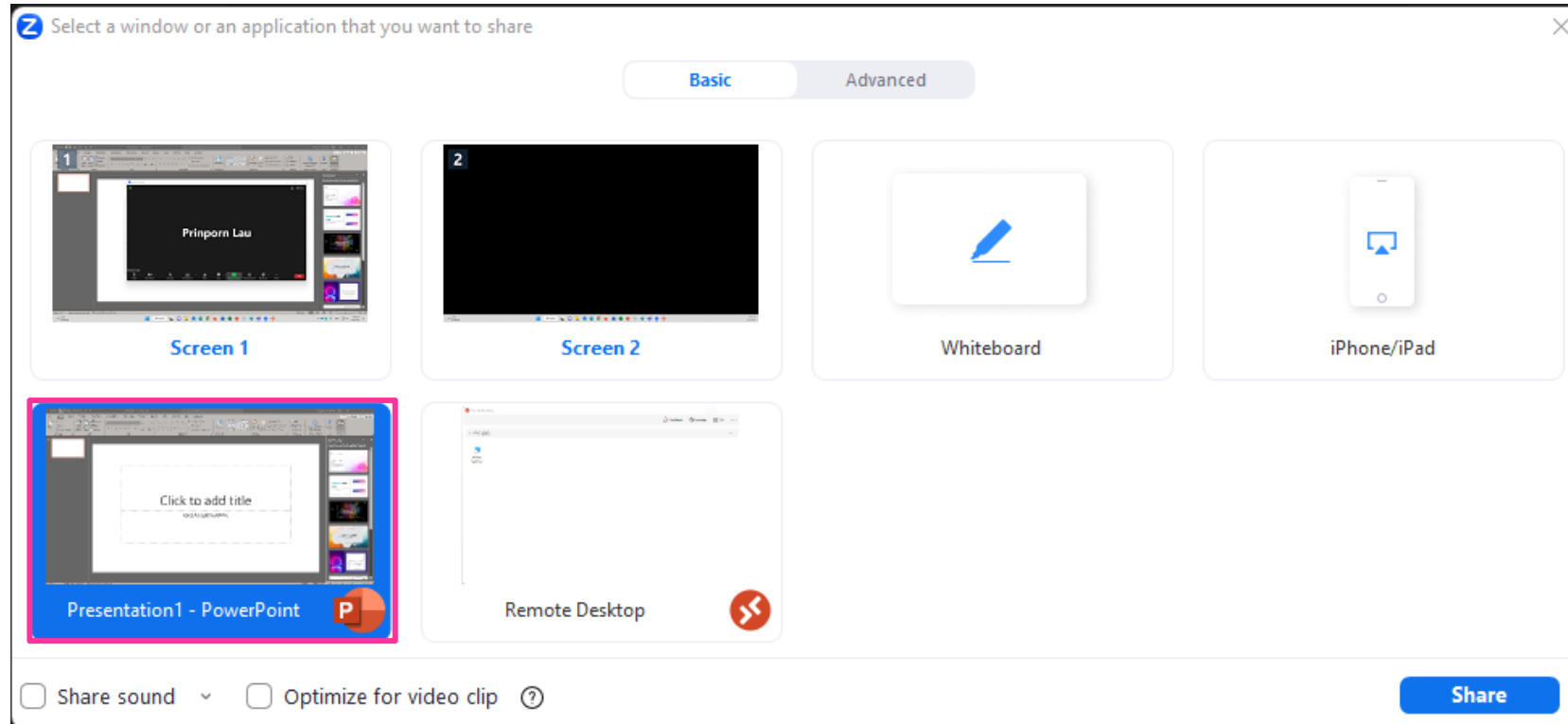
Security

Put in [Waiting Room](#)

Security

[Best Practices for Securing Your Zoom Meetings](#) by Zoom

Reports

Reports
- CUHK Zoom portal (https://cuhk.zoom.us)
- CUHK EdTech Help Center: Zoom Reports
- Zoom Support: Generating meeting reports
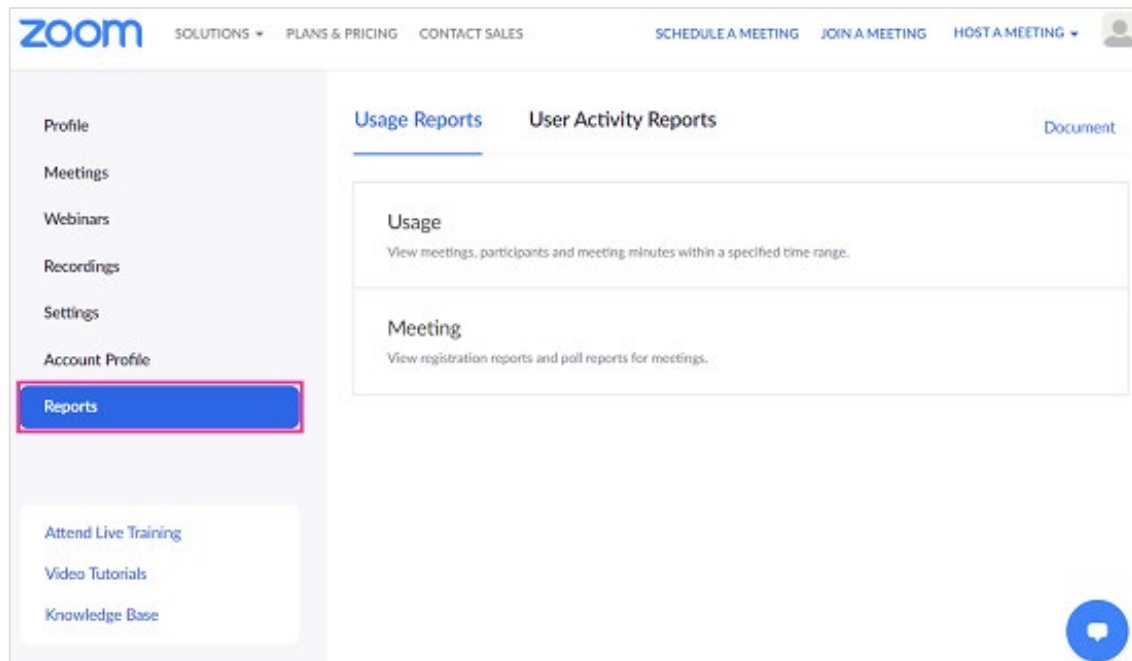
- Usage reports: kept around a year
- Some reports will be removed when the Meeting IDs expire / are deleted

Recordings

Cloud recordings
- ◦ **Student accounts:** Cloud recordings will be <u>deleted after 365 days automatically</u>
- ◦ Staff/Project accounts: Cloud recordings should be reviewed regularly
- ◦ **Soft quota: 20GB**

[Zoom Cloud Recordings](#)

Recordings
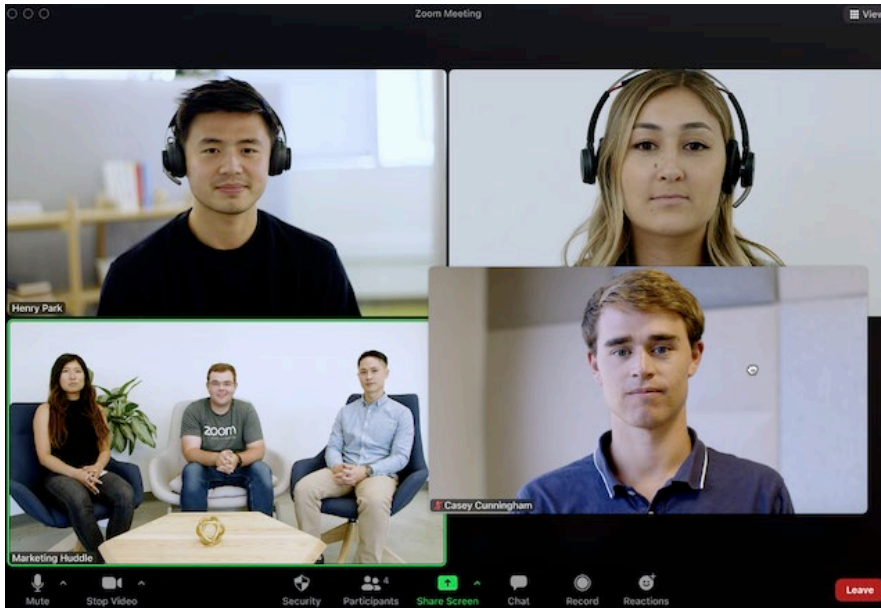
Gallery View

Active Speaker View

Default: cloud recording only captures active speaker view. Need to update recording settings to record gallery view.

To learn more about the above two views: Adjusting your video layout during a virtual meeting

Zoom- Reports and recordings

Recordings: gallery view (e.g., for online exam invigilation)

- Need to update the setting(s)
- Maximum: 25 participants
- Need to inform students / have their consent
- [Changing basic and advanced cloud recording settings](#)
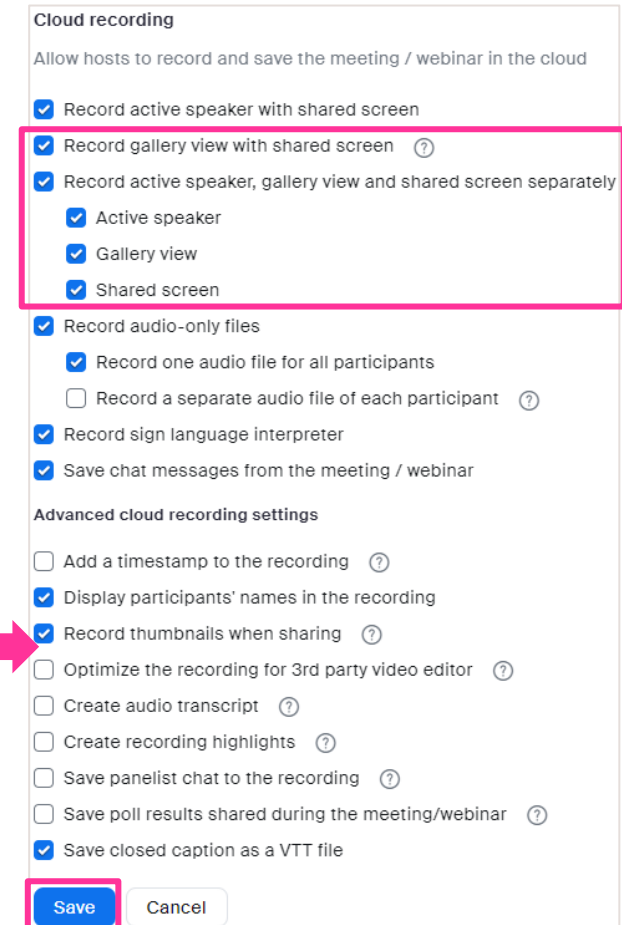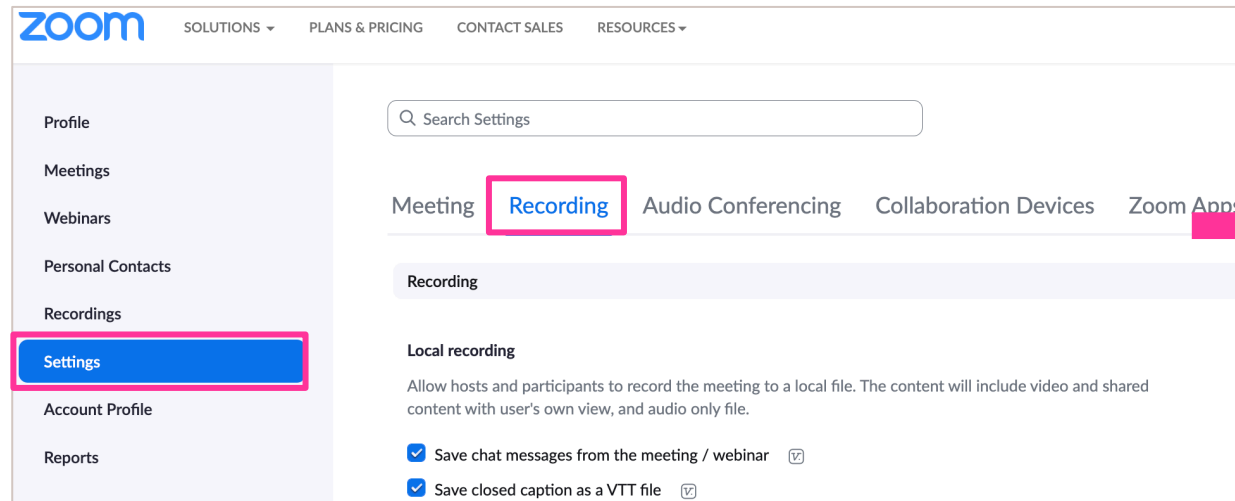
Blackboard-Zoom-Panopto Integration

The Zoom meeting has to be **scheduled via Blackboard Course**

Zoom Cloud recordings uploaded to the corresponding Panopto course folder (by default, only the class can access the folder) automatically

You are advised to **deselect the Record Gallery view with shared screen and Gallery View options** to limit the number of student faces that appear in recordings.

CUHK EdTech Help Center:
◦ Blackboard's ZOOM Panopto Integration
◦ Video layout of Zoom Cloud Recording on Panopto

Resources

Blackboard Help: https://help.blackboard.com/

Panopto Support: https://support.panopto.com/

Zoom Support: https://support.zoom.us/

CUHK EdTech HelpCenter: https://help.edtech.cuhk.edu.hk/

CUHK EdTech HelpCenter: Online Courses: https://help.edtech.cuhk.edu.hk/docs/online-courses

Contact us:

◦ ITSC Service Desk: https://servicedesk.itsc.cuhk.edu.hk
◦ elearning@cuhk.edu.hk

Thank you