

WolfWare Standard Operating Practices/Procedures (SOPs) North Carolina State University

SLMS (Collaborate) Usage, SOP.WW-SLMS.001

Authority: Vice Provost for Distance Education and Learning Technologies (DELTA)

History: First Issued February 11, 2010

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Additional References:

<http://wolfware.ncsu.edu>

<http://policies.ncsu.edu/policy/pol-08-00-01>

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1. Introduction

Blackboard Collaborate is the web conferencing and synchronous learning management system (SLMS) component of WolfWare, NC State University's web-based learning technology infrastructure. Collaborate has an array of features in support of the virtual classroom or conference, including group breakout rooms, interactive whiteboards, chat, live audio/video, application sharing, etc. (See <http://www.blackboard.com/Platforms/Collaborate/Products/Blackboard-Collaborate/Web-Conferencing.aspx#features> for full feature list).

Definitions:

Moderator: Individuals who are the facilitators or hosts of a Collaborate session. [Instructor-level privileges.]

Participant: Individuals who participate in a Collaborate session. [Student-level privileges.]

2. Allowable Usage

The current Collaborate license allows all members of the NC State community to use Collaborate for the purpose of conducting official university business. University business may include supporting face-to-face or distance education courses, extension and engagement work, virtual meetings, tutoring, advising, and other activities. Creating a Collaborate session requires an NC State Unity ID. Participants, on the other hand, are not required to have a Unity ID because a moderator can invite any appropriate individuals to a particular session.

2.1 All NC State faculty, staff and students with a valid Unity ID are able to create and moderate Collaborate sessions.

2.2 Moderators are subject to the NC State Computer Use Policy:

<http://policies.ncsu.edu/policy/pol-08-00-01> and Computer Use Regulation:

<http://policies.ncsu.edu/regulation/reg-08-00-02>. Faculty, staff and student moderators will be considered to be in violation of the Computer Use Policy if they engage in any activities that violate the license terms or the Computer Use Regulation. This includes but is not limited to the following instances:

2.2.1 Users may not share their login credentials with others or log in as another user.

2.2.2 Users may not initiate or engage in sessions that are not related to allowable usage defined in section 2 of this document.

2.2.3 If a faculty or staff member leaves employment with the university, then they will lose access to the system and any content they may have created. Students will lose access to the system and their content when their Unity account is deactivated by the University.

3. Usage Examples

	As a moderator, can I use Collaborate if...
Yes	I am teaching a Registration and Record course (face-to-face or distance)?
Yes	I am engaged in actions related to my NC State job?
Yes	I am engaged in actions for an entity officially supported by NC State?
Yes	I am engaged in actions for activities administered through the McKimmon Center?
Yes	I am engaged in actions for which I am receiving additional pay that is related to my Extension work and is being vetted through an NC State channel?
No	I am engaged in personal actions not related to my NC State job?
No	I am engaged in actions for which I am receiving additional pay that is organized through a non-NC State entity?
Maybe	I am currently charging participants to participate in my program and using this tool to provide access to my program. You might be able to use this service if you are charging your customers; however, you need to contact Kay Zimmerman (kay_zimmerman@ncsu.edu) prior to using this service. There will be a charge for non-credit usage of this service at some point. Note: If you are charging your participants, consider using WebEx. See http://pla.comtech.ncsu.edu/bacs/

Maybe	I am creating a session for a non-NC State group and will not be present for the meeting? Yes, if the group is engaged in actions officially supported/sponsored by NC State for an NC State purpose.
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For frequently asked questions related to Collaborate usage, see:
<http://delta.ncsu.edu/knowledgebase-topic/blackboard-collaborate/>