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oro.open.ac.uk
OU Live

Realtime Collaboration integrated with OU Learning Systems (Moodle VLE)

Rhodri Thomas, IT

powered by Blackboard collaborate
Aims of the session

Briefing covering:
- Short overview of OU Live
- Technology environment and timeline
- Blackboard Collaborate update
- OU examples and response to ongoing changes
- Good practice
- Q&A

Please interject as needed throughout, and we would like plenty of opportunity to hear back from you

The slide deck is available via: http://goo.gl/e1JOkM
Main content area, 3 key tools: whiteboard, application sharing and web tour

with side panels for:

- Integrated Audio (& Video)
- Participant management (& breakout rooms)
- Chat (incl. tabs for private chat)
OU Live features, tools and visible buttons

Audio & Video pane
- Run the Audio setup by using the icon.
- Use to control microphone and volume levels and to turn on or off your microphone and webcam.

Participant pane
- Who’s here, who’s a moderator, what permissions people have and a variety of interaction buttons.

Chat pane
- Chat area, emoticon, tabbed conversation areas.

Interaction buttons
- Permissions

Page location
- If enabled, you can tick to follow the session leaders’ view, or untick to explore all of the slides freely.

Zoom

Hold button down for other options

Select objects
- Pointers (various)
- Pen / highlighter
- Insert text / Text label
- Filled shape
- Unfilled shape
- Straight line
- Screen capture
- Insert clipart

Chat tabs
- (If relevant tool selected)
  - Colour and size of stroke

Text entry
- Emoticon menu

File Edit View Tools Window Help

Main Menu

Fit Page
- Public Page
- 1/3
- Follow
OU Live basic interface - panels & content area

Movable panels - including outside of application window or on separate monitor. Preference remembered for next time in-session.

Whiteboard tools condensed, reveal less common functions by click-and-hold, and also movable.
Changing environment

**Operating Systems:**
Apple Mac blocking non-Store applications - ‘provenance’ check

**Web Browser manufacturers:**
download and plugin handling

**Oracle Java:**
prompted updates and ‘security’ changes

**Consistent connectivity:**
ISPs and (mobile) broadband packages

**Microsoft tools:**
Firewalls, PowerPoint and Office 365

Blackboard Collaborate iterative response; workarounds, fixes, patches and 3rd-party dependencies
Outline plan for transition

Contract award to **Blackboard Collaborate**
3 years (+2y option)

2012

**Q1 2013**
- Integrating with OUVLE; prep training and support

**Q2 ’13**
- Initial piloting; promoting switch-over

**Q3 ’13**
- Enhanced VLE integration

**Q4 ’13**
- Alternate access initiated: mobile & telephony

**Q1 2014**
- Commencing large-scale use of OU Live
- Ongoing staged transition - 13J/K upscale
- Ongoing transition - 14B upscale

**Q2 ’14**
- All modules should transition by Summer ‘14 apart from special cases

**2014**

**End of extended support arrangement for Elluminate v10**
- Minor (archive) use

Use of Elluminate continues in parallel throughout, no moves mid-presentation

**Priority is to enable like-for-like transition to new system**, then provide for advanced/ancillary use
Enhanced provision

Mac ‘launcher’: to mitigate issues with Java on recent machines

Echo cancellation: improving audio, OU still recommend headsets

Drag & drop: easier to manage content and users

Alternate access: Mobile apps and telephony available as backup to primary delivery on desktop

Page Explorer & Activity windows: improved oversight of session activity

OU Live, powered by Blackboard Collaborate - more up-to-date with new features and upgrades
Current/future Blackboard Collaborate updates

Telephony - teleconferencing/phone bridge dynamically allocated to each session as backup

v12.6 - restoring performance after a number of Java updates, especially Clip Art and App Sharing

Recording handling - in future the ability to split recordings and force these to be processed quickly. Semi-automated creation of MP3 and MP4 coming

Windows launcher - to reduce future dependency on Java update cycle, complementing that already available for latest Macs
Mobile available since Q4 2013
iOS & Android/Kindle Fire app provided - Basic OU support only [mobiles & tablets] v2 expected later in Summer’14

NO expectation on use - enhancement to current (desktop) provision only at present - due to limited functionality and interaction
Launched as normal from browsing via mobile web
Download the Collaborate app as required [iOS/Android only]

Due to our VLE integration, after downloading the app, you may need to launch the session again from the browser links
OU examples of use

Level 1 - more immersive/interactive:
Movable objects | linking concepts | illustrating teaching points | voting/polling

Encouraging group collaboration (breakout rooms)
‘Democratic approach’ | Students leading | peer & drop-in use in between tutorials

Working with external resources and software:
Specific applications e.g. MathCAD | hand annotation | telescope control

Staff development, role play and sharing practice
Bringing in colleagues remotely | Hybrid sessions: mixed face-to-face & online

Shared repositories - LORO - [http://loro.open.ac.uk/](http://loro.open.ac.uk/)
OU examples of use (most persist from Elluminate)

Engaging activities - similar to physical classroom interactive whiteboards
OU examples of use (most persist from Elluminate)

Creating repeatable whiteboard resources and reuse of recordings
OU examples of use (most persist from Elluminate)

Combining with other technologies, input devices and remote control
OU examples of use (most persist from Elluminate)

Multipoint video - other camera sources as well as for webchat. Coupling with telephony integration
OU Guidance and troubleshooting

Managing expectations (e.g. mobile)
http://learn1.open.ac.uk/admin/tool/redirector/redirect.php/oulivemobile/support

Responding to change (e.g. Java issues)
http://learn1.open.ac.uk/admin/tool/redirector/redirect.php/oulivetroubleshooting

Getting started: orientation & further guidance
http://learn1.open.ac.uk/mod/oucontent/view.php?id=8323

Key points e.g. Audio setup & Connection speed

Communicating updates and known issues

Future changes (OU Live bridge from OUVLE)
Good practice

Steer tutors to resources available to them: Student Services AL and Staff Dev’t pathways [TutorHome]

Student orientation: provide opportunities for students to try out, and engage before tutorials

Subject specifics: need to be covered by faculty/module - any extended use beyond basics - briefings

Have/join a champions group: recognise specialists you may have in this area, connect with others

Use the dedicated forums for queries: share expertise with others beyond local or module staff areas

OU Live central provision: covers guidance for students and opportunities for staff engagement
OU shared resources

TutorHome pathways
http://www2.open.ac.uk/tutors/working-online/ou-live-pathways

Dedicated forum

Screencasts
http://learn1.open.ac.uk/mod/oucontent/view.php?id=8323

Sharing best practice, including the eLearning Community

Advanced usage - forthcoming in new academic year