

CUHK EdTech Knowledge Base PDF

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HKT**

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Pilot CUHK VPN Add-On Service for Online Teaching and Learning Activities

Last Modified on 08/10/2020 1:34 pm HKT

Background

1. **CUHK VPN** (<https://www.itsc.cuhk.edu.hk/all-it/wifi-and-network/cuhk-vpn/>) allows CUHK users to securely connect to the campus network even over a non-CUHK network access (e.g. home broadband service). The VPN technology encrypts the data transferred online and prevents private information from wiretap. Some CUHK websites / online resources are accessible off campus only if users have connected to CUHK VPN connection.
2. Internet connection speeds in Mainland China vary according to locations and network service providers. Since there are limited entry/exit points for international internet access, there is also a bottleneck for users within China connecting to non-China hosted sites and systems.
3. Some users in Mainland China have reported difficulties using CUHK VPN in the past.
4. As most of the teaching and learning activities are being conducted online and access to some teaching and learning systems and tools is restricted to the campus network at the moment, the University has subscribed a third party VPN add-on service for teachers, teaching assistants, and students who are currently staying in Mainland China to facilitate their online teaching and learning activities.
5. The add-on service is provided to facilitate the conduct of activities related to formal teaching and learning only. The usage of each account will be closely monitored and the University reserves the right to initiate any disciplinary actions if cases of misuse are found.
6. The add-on service is supported by Huawei Cloud in 2020/21.

Requirements

1. Each user needs to register only once before using the add-on service.
2. Endorsement by students' Programme or users' Faculty/Department/Unit is needed. The user must fill in the name and the email address of the endorser of their respective Programme/Faculty/Department/Unit.
3. Users must have activated **2FA** (<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/>) for their accounts via **2FA Self-Service User Portal** (<http://duo.itsc.cuhk.edu.hk/>) before registration. When 2FA is activated, their access to email, VPN and Office 365 services will also be protected with 2FA.

Registration

- Please complete the **registration form** (<https://cloud.itsc.cuhk.edu.hk/webform/view.php?id=10301689>)

2FA (DUO Two Factor Authentication)

- **Info page** (<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/>)
 - FAQ included. E.g.
 - Q7: What can I do if my enrolled mobile device is malfunction?
 - Q8: If I forgot to bring my enrolled mobile device, can I skip the 2FA?
 - Q10: When I tried to login O365, I did not receive any message from the Duo mobile app asking me to approve or deny the login.
 - Q13: How can I generate bypass code for my account?
 - Q16: Do I need to generate a bypass code for each login?
 - Q17: How can I remove Duo 2FA from my account?
 - Q18: My android smartphone was bought in mainland China and there was no Google Playstore in it, how can I install the Duo mobile app?
- **Enforcement**

- Students
 - **mandatory** to use the 2FA for access protection by **3 Nov 2020** according to the **2FA Policy for All University Accounts** (<https://www.itsc.cuhk.edu.hk/it-policies/information-security-policies/2fa-policy-for-all-university-accounts/>), please opt-in to use 2FA by enrolling your account and designated mobile device via **2FA Self-Service User Portal** (<http://duo.itsc.cuhk.edu.hk/>) before the enforcement date.
- Staff
 - Tier 0 and Tier 1 accounts for IT administration: **mandatory** to use the 2FA according to the **Policy to enforce Tier 0 and Tier 1 accounts to use Two Factor Authentication (2FA)** (<https://www.itsc.cuhk.edu.hk/it-policies/information-security-policies/policy-to-enforce-tier-0-and-tier-1-accounts-to-use-two-factor-authentication/>).
 - 4 major applications* administrators: **mandatory** to use 2FA according to the **Security Policy for Handling Personal Data** (<https://www.itsc.cuhk.edu.hk/it-policies/information-security-policies/security-policy-for-handling-personal-data/>). (**major applications include CUSIS, CUPIS, UG and PG Admission Systems*)
 - Other staff: **mandatory** to use the 2FA for access protection by 2 Feb 2021 according to the **2FA Policy for All University Accounts** (<https://www.itsc.cuhk.edu.hk/it-policies/information-security-policies/2fa-policy-for-all-university-accounts/>), please opt-in to use 2FA by enrolling your account and designated mobile device via **2FA Self-Service User Portal** (<http://duo.itsc.cuhk.edu.hk/>) before the enforcement date.

Further questions

- Email: elearning@cuhk.edu.hk ()
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Pilot CUHK VPN Add-On Service for Online Teaching and Learning Activities - Updates on Oct 8, 2020

Last Modified on 08/10/2020 4:51 pm HKT

Background

- Unstable CUHK VPN connection reports have been received from users in Mainland China starting Oct 1, 2020
- This article aims to provide an overview of the current status and some workaround identified for the moment.

CUHK VPN

- For the VPN server address `vpn.cuhk.edu.hk`, `137.189.192.201` and `137.189.192.204`, reduced number of connections from China was observed

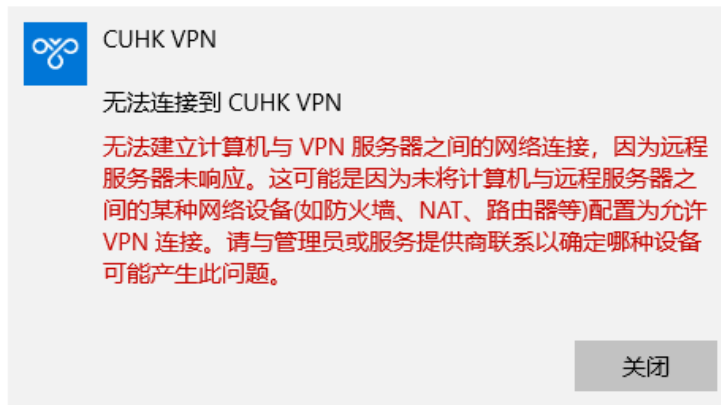
CUHK VPN (with Add-On Service supported by Huawei Cloud)

- VPN connection still can be established by using VPN server IP `139.9.74.177` or `124.71.114.73`
- **Multiple retries** might be needed before connecting successfully

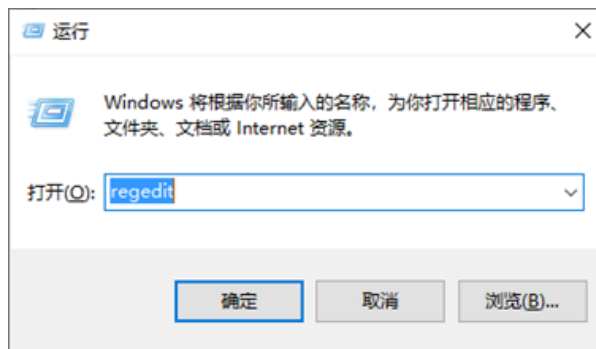
Common issue (1)

- Server no response error (windows)





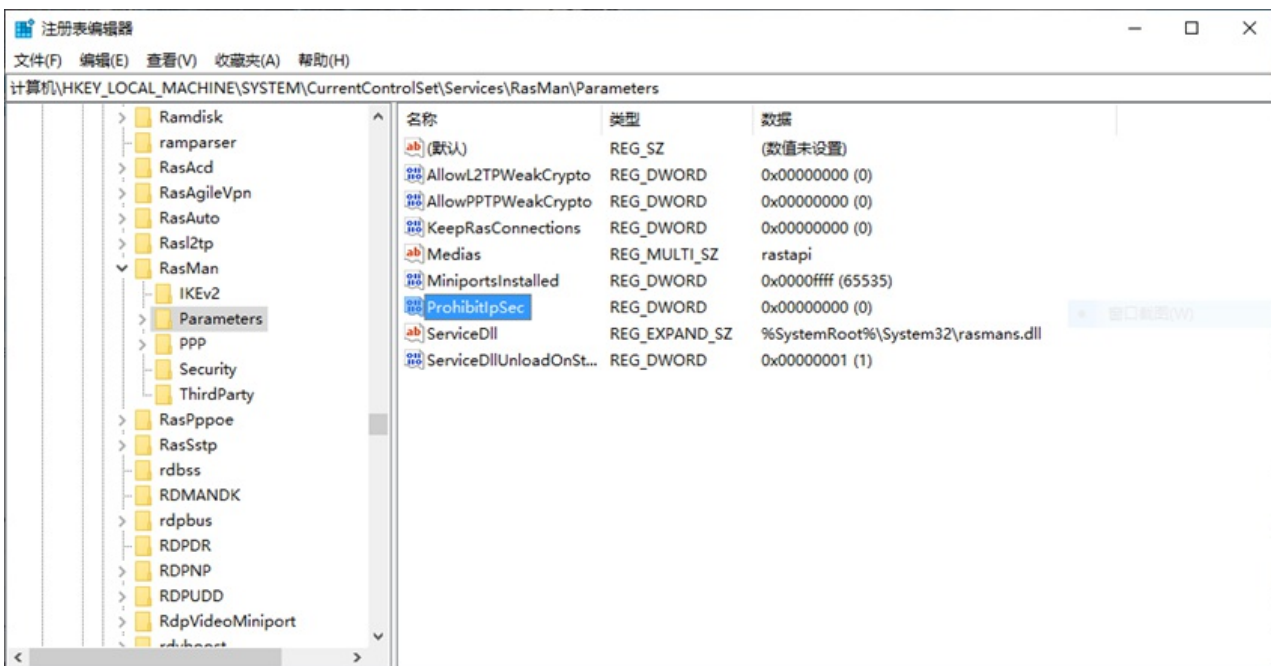
- Press windows key + R, type “regedit” to run



- Check and verify in

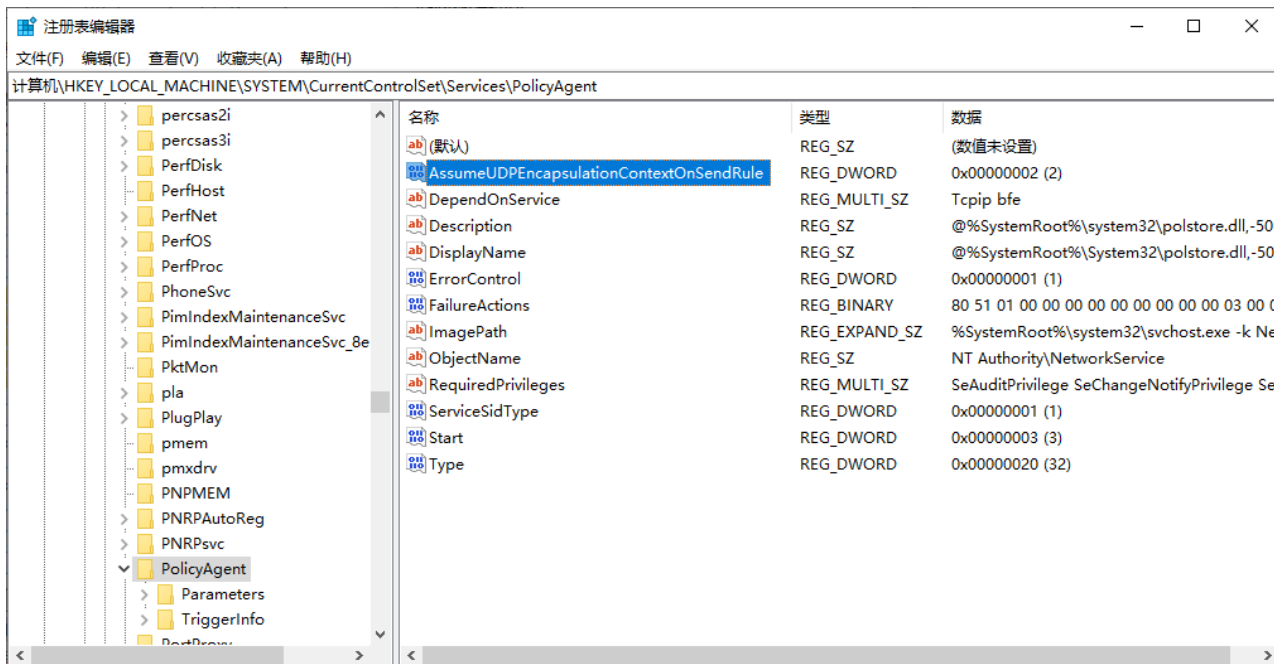
`\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RasMan\Parameters\`

Value for *ProhibitIpSec* should be 0



\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PolicyAgent\

Value for *AssumeUDPEncapsulationContextOnSendRule* should be 2



Reboot the machine and try again if the value in Windows Registry changed.

Common issue (2)

- Credentials error:





- Please make sure your credentials are accurate, and then try to login with **password** in the form of "[OnePass],[DUO 6digit token]", please be noted that there is a **comma** in between,

<p>3B. <u>password,passcode</u> (DUO Mobile App – Generate Codes)</p> <p>You can get the <u>passcode</u> from your DUO Mobile App. Open the DUO Mobile App on your mobile device, then tap on the key icon next to your account, a one-time passcode is generated.</p> <p>Login with</p> <ul style="list-style-type: none"> • <i>*Computing ID</i> • <i>CUHK OnePass,767809</i> <p><i>*Computing ID:</i> s1155xxxxx for students bxxxxxx for staff</p> <p>Click OK, the VPN connection should be established successfully.</p>	
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Alternative services

- Besides the L2TP/IPsec CUHK VPN solution above, you may also consider the following to access some of the learning materials in the internet.

Alternative service (1): CUHK SSL VPN

- **CUHK SSL VPN** for CUHK network restricted website, <https://www.itsc.cuhk.edu.hk/all-it/wifi-and->

[network/ssl-vpn/](#)

- This is a split tunneling solution i.e. only CUHK network website will go through this VPN, while other destination e.g. google, twitter remain using original ISP route.
- It can help you to access **CUHK services requiring a CUHK VPN connection**.

Alternative service (2): Third Party VPN (supported by HKT)

- **Third Party VPN** for non-China hosted eLearning website (blackboard), you may contact kaze@cuhk.edu.hk for using this solution.
 - This is a China hosted VPN service provided by a third-party vendor (HKT).
 - No Google. No YouTube. Sites which are blocked by the PRC are still blocked.
 - It can help you to access **Blackboard, Panopto, CUHK Library (open access catalog)**.
-

The Updated Content Editor in Blackboard Learn: Original Experience, Original Course View (2020 Nov)

Last Modified on 04/11/2020 1:03 pm HKT

Overview

- Blackboard Learn SaaS Continuous Delivery v3900.0.0 (Release to Production 5 November 2020) introduces big updates to the content editor in the Original Course View and the Original experience.
- This article outlines the key changes including:
 - A single menu to add content that automatically recognizes file types
 - Optimized experience for all devices and screen sizes
 - Better accessibility for both the editor and the content you create. Menus and icons have higher contrast, pop-ups are gone, and an accessibility checker lets you know about accessibility issues as you write
 - The ability to paste content from Word, Excel, and websites with basic formatting and easily remove extra HTML
 - The ability to paste a link in the editor and automatically embed videos and previews
 - The ability to display formatted computer code snippets

Details

- [Demo Video \(https://youtu.be/n8te71FYdTo\)](https://youtu.be/n8te71FYdTo) on YouTube (by Blackboard)
 - [A two-page quick tips document for users \(https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2020-contenteditor3900-quicktips.pdf\)](https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2020-contenteditor3900-quicktips.pdf)
 - [A detailed, tool-by-tool comparison guide for instructional designers and power users \(https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2020-contenteditor3900-detailedcomparison.pdf\)](https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2020-contenteditor3900-detailedcomparison.pdf)
-

Require CUHK Authentication for your Qualtrics survey projects (only works for Staff and Student)

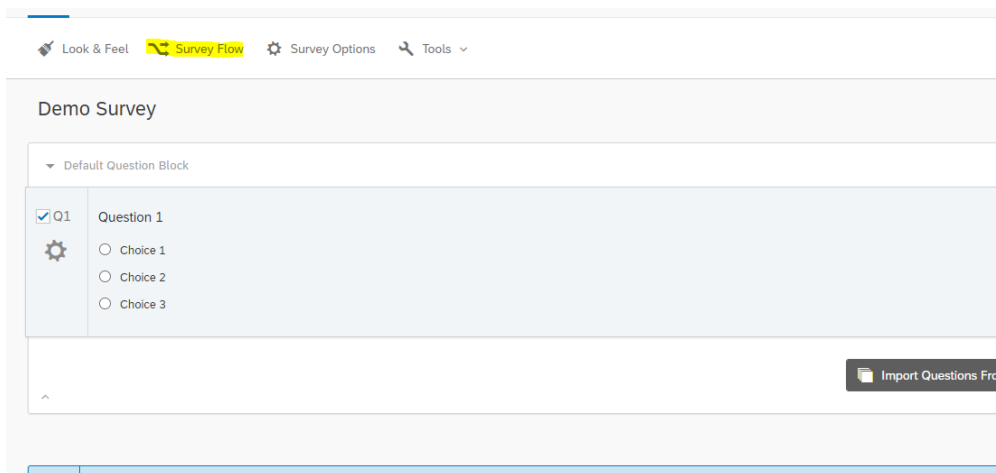
Last Modified on 01/09/2020 10:29 pm HKT

Overview

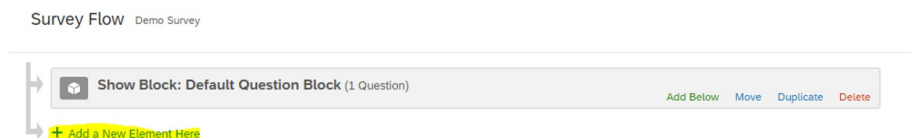
The article illustrates the steps to set up CUHK Authentication for your Qualtrics survey projects. It works for Staff users and Student users,

Steps

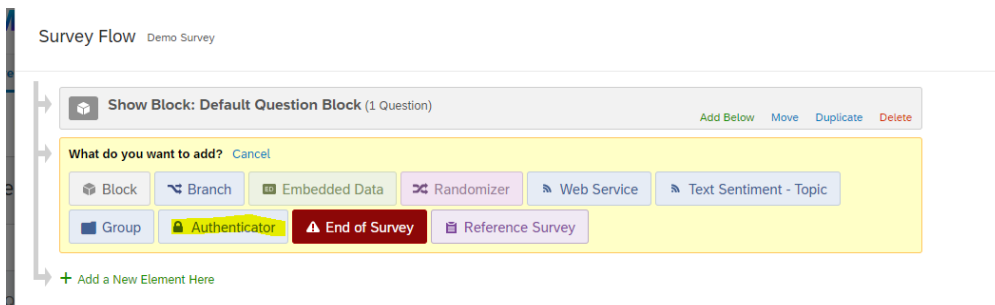
1. Click the “Survey Flow” button at the top of the page:



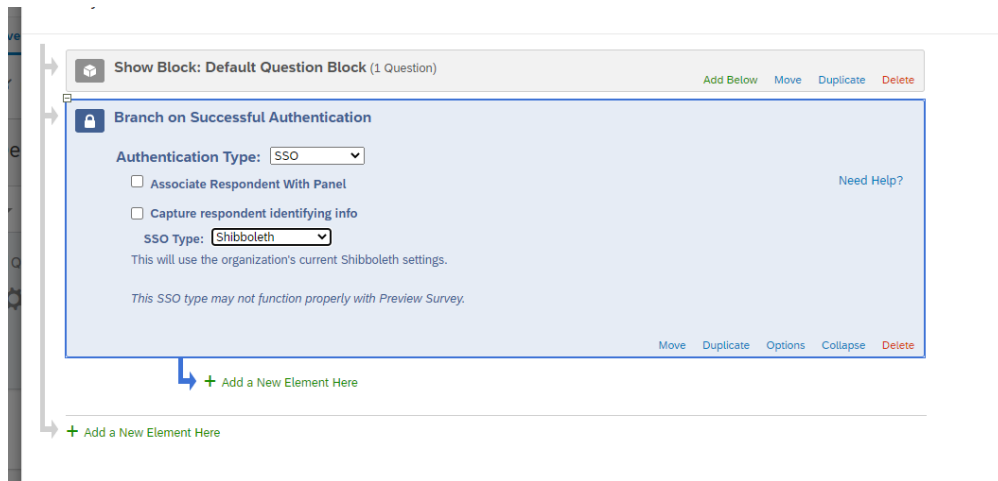
2. Click the “Add a New Element Here” link



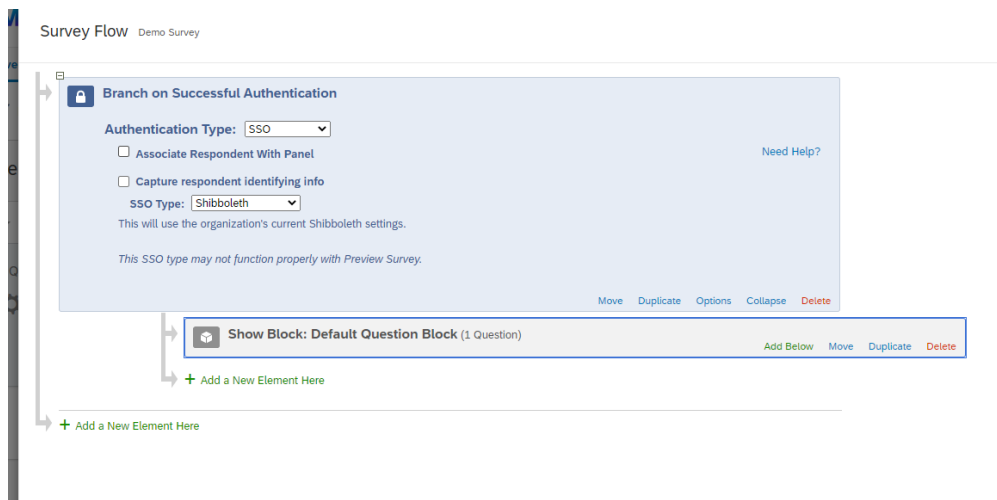
3. Select the “Authenticator”



4. Configure the Authenticator as follow:
 - a. Select the “Authentication Type” to “SSO”
 - b. Uncheck the “Associate Respondent With Panel” checkbox
 - c. Select the “SSO Type” to “Shibboleth”



5. Click the “Move” link of the “Show Block: Default Question Block” and drag the box under the authenticator.



6. Final click the “Save Flow” button at the bottom of the page to save the changes.

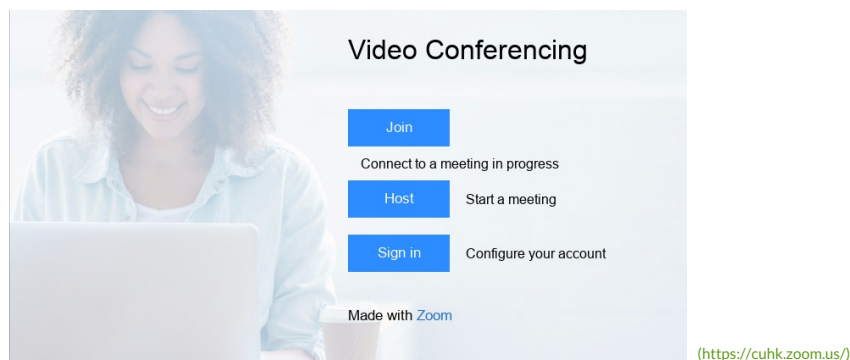
ZOOM Student Guide

Last Modified on 02/09/2020 11:13 am HKT

Overview

- The University has selected Zoom as the primary platform to support synchronous teaching and learning activities. Zoom is trusted by universities and well received by users around the world (including the Mainland). Despite its rich features, most users find it very easy to use.

CUHK ZOOM Portal (for service activation, scheduling and hosting ZOOM meetings)



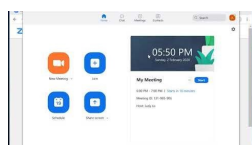
- All CUHK Staff and Student users can login CUHK ZOOM Portal to schedule and host ZOOM meetings of up to 300 participants with the below steps.
 1. Launch a web browser, go to <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>)
 2. Click "Sign in" and login via CUHK Login with CUHK email alias and OnePass password.
 3. Upon a successful login, you can start scheduling Zoom meetings under "Meetings".
 4. When you "start" your first meeting from the web portal, you will be prompted to download and install the Zoom app to host the meeting. (User Guide: [Zoom-QuickGuide-Host](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Host.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Host.pdf))

ZOOM Clients: Join a Meeting

- Download ZOOM clients and join open meetings as a meeting participant
 - [Zoom-QuickGuide Participant \(Open Meeting\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(OpenMeeting).pdf) ([https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant\(OpenMeeting\).pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(OpenMeeting).pdf))
- Download ZOOM clients and join "only authenticated users can join: *.cuhk only" meetings as a meeting participant
 - [Zoom-QuickGuide Participant \(Restricted Meeting\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(RestrictedMeeting).pdf) ([https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant\(RestrictedMeeting\).pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(RestrictedMeeting).pdf))

ZOOM Clients: Sign In with SSO (Company Domain: cuhk.zoom.us)

- [Zoom - CUHK Login - Desktop Client \(Win\)](https://youtu.be/JNzcGZe1gpk) (<https://youtu.be/JNzcGZe1gpk>)



(<https://youtu.be/JNzcGZe1gpk>)

- [Zoom CUHK Login \(iPhone\)](https://youtu.be/8SOldC9qoLM) (<https://youtu.be/8SOldC9qoLM>)



(<https://youtu.be/8SOldC9qoLM>)

- [Zoom - CUHK Login & ad hoc Meeting - Android](https://youtu.be/jrSc6_gqWQM) (https://youtu.be/jrSc6_gqWQM)



(https://youtu.be/jrSc6_gqWQM)

Special Notes for China Access

- If users in Mainland China cannot access <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>), please try the **Pilot CUHK VPN Add-On service** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>).
- In case users are located in China and have problem in accessing <https://cuhk.zoom.us/>... (<https://zoom.us/>) when viewing **ZOOM recordings**, please try using <https://cuhk.zoom.com.cn/> (<https://zoom.com.cn/>)...
- [zoom.cn](https://zoom.com.cn/) has NO relationship with the Zoom service subscribed by CUHK

2020 ZOOM Student Resources

- **Tips for Successful Online Learning@CUHK** (<https://www.ilc.cuhk.edu.hk/workshop/TipsForSuccessfulOnlineLearning>)
- **ZOOM Accessibility** (<https://zoom.us/accessibility>)

2019 ZOOM Student Resources

- **Functions to Test as Participants**
 - **Join a meeting** (<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->) (**Join a test meeting** (<https://zoom.us/test>))
 - **Attendee Controls in a Meeting** (<https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>)
 - **Test Speaker & Microphone** (click the arrow next to your audio icon)
 - Mute/unmute your microphone
 - Start/stop your video
 - Raise hand (click Participants to use the feedback icons)
 - Chat
 - **Virtual Background** (<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>)
 - **Share my screen** (<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->)
 - **Whiteboard** (<https://support.zoom.us/hc/en-us/articles/205677665>)
 - **Annotation** (<https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>)
- **Schedule a New Meeting**
 - 🚫 (<https://emojipedia.org/warning/>) *The meeting host must sign in with SSO (cuhk) to host the meeting.*
 - **Zoom Quick Guide - Host** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Host.pdf)
- **Functions to Test as Hosts**
 - **Schedule a meeting** (<https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings->)
 - **Scheduling Privilege** (<https://support.zoom.us/hc/en-us/articles/201362803-Scheduling-Privilege>)
 - **Alternative Host** (<https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host>)
 - **Host and co-host controls in a meeting** (<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->)
 - **Polling** (<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>)
 - **Breakout Rooms** (<https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>)
 - **Meeting recording** (<https://support.zoom.us/hc/en-us/sections/200208179-Recording>)
- **ZOOM Help Center**
 - <https://support.zoom.us/hc/en-us>
- **Training Videos (by Zoom)**
 - **Recorded Sessions** (<https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions>):
 - Getting Started with Zoom (30min)
 - Zoom Meetings Training (60min)
 - Remarks: jump to 04:xx to skip the introduction of the "plans and pricing"
 - **Live Meetings for Education** (https://livetraining.zoom.us/webinar/register/3415808540621/WN_5B1e6RECQyuMtbO_DeENOA) (**Students and Educators**)
- **Additional Tips and Suggestions**
 - **How to Maximize Your Online Learning Experience** (https://www.cuhk.edu.hk/eLearning/c_resources/resources/Student-HowtoMaximizeYourOnlineLearningExperience.pdf)
- **Report**
 - **Report on Student Experience of Online Teaching and Learning Using Zoom** (<https://www.cuhk.edu.hk/eLearning/restricted/all/ZOOM/Report%20on%20Student%20Experience%20of%20Online%20Teaching%20and%20Learning%20Using%2>)

Capacity

- The maximum number of participants in each meeting is 300. Contact elarning@cuhk.edu.hk () if you need to host a larger meeting / webinar.

System Requirements

- **System Requirements (e.g. bandwidth) and Equipment Suggestions**
 - **PC, Mac, and Linux** (<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>)
 - **iOS, iPadOS, and Android** (<https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android>)

FAQs

- [Zoom FAQs \(Set 1\)](http://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq.pdf) (http://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq.pdf)
- [Zoom FAQs \(Set 2\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq-set2.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq-set2.pdf)

Additional Suggestions

- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-SuggestionsRecentAlerts-2020April.pdf
- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-Suggestions-SecureOnlineInvigilation.pdf

ZOOM Security

- <https://zoom.us/docs/en-us/privacy-and-security.html>
- <https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>

Additional Info Pages on ITSC website

- <https://www.itsc.cuhk.edu.hk/project/zoom/>
 - <https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/>
 - <https://www.itsc.cuhk.edu.hk/all-it/procurement-support/campus-wide-software/>
-

Blackboard: Student Orientation for Original (2020-ITSC-BL-OLE-SO)

Last Modified on 16/08/2020 9:47 am HKT

Level:

Beginner

Estimated time for study:

2 hours

About:

This course, designed specifically for the student user community, equips participants with the essential skills and knowledge to achieve success as a student in the Blackboard Learn course environment.

Course structure:

- Introduction to Blackboard and Learning Online
- Navigating a Blackboard Learn Site
- Navigating a Learn Original Course
- Communicating in Blackboard Learn
- Submitting Work in Blackboard Learn
- Tracking Your Performance in Blackboard Learn

Additional reminders:

- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at elarning@cuhk.edu.hk (/ ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>)).

Steps to self-enroll to the course and start learning:

1. Access Blackboard

- Go to <https://blackboard.cuhk.edu.hk>
- Login with:
 - Username: Your CUHK email
 - Password: OnePass password
- For more: [How to login Blackboard?](https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb) (https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb)

2. Self-Enroll

- Visit the course self-enroll URL: https://blackboard.cuhk.edu.hk/webapps/blackboard/execute/enrollCourse?context=INMENU&course_id=_133841_1
- Click "Submit".

Self Enrollment



Instructor:

Description:

Categories:

Education: Higher Education

Cancel

Submit

- Click "OK".

Self Enrollment

Success: [redacted] enrolled in [redacted]. Select **OK** to continue to the course.
Thursday, June 4, 2020 10:05:25 AM HKT

← OK

- You have successfully enrolled in the online course.

Blackboard: Student Orientation for Ultra (2020-ITSC-BL-ULE-SO)

Last Modified on 16/08/2020 9:51 am HKT

Level:

Beginner

Estimated time for study:

2 hours

About:

This course, designed specifically for the student user community, equips participants with the essential skills and knowledge to achieve success as a student in the Blackboard Learn Ultra course environment. This course, designed specifically for the student user community, equips participants with the essential skills and knowledge to achieve success as a student in the Blackboard Learn course environment.

Course structure:

- Topic 1: An Introduction to Blackboard Learn and Learning Online
- Topic 2: Navigating a Blackboard Learn Site
- Topic 3: Navigating a Learn Ultra Course
- Topic 4: Submitting Work in Blackboard Learn
- Topic 5: Tracking Your Performance

Additional reminders:

- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at learning@cuhk.edu.hk / ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).

Start learning:

Please contact us (learning@cuhk.edu.hk) if you would like to join the course.

Using Respondus LockDown Browser (and a Webcam) for Online Exams (for CUHK Students)

Last Modified on 25/08/2020 12:25 pm HKT

Overview

1. Respondus LockDown Browser is a locked browser for students to use to take tests in CUHK Blackboard System. It prevents students from printing, copying, going to another websites, or accessing other applications during a test. It can also prevent students from closing a test before submitting it for grading. If a Blackboard test requires that LockDown Browser be used, students cannot take the test with a standard web browser.
2. Taking a test that requires students to use Lockdown Browser (and a webcam) on Blackboard is easy.
3. Preparation for **the first time**
 - Watch the **Overview Video for Students** (<https://web.respondus.com/lockdownbrowser-student-video/>)
 - Read the **Student Quick Start Guide** (<https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-Bb-Student.pdf>)
 - Download and install the "Student Version" of **LockDown Browser** (<https://download.respondus.com/lockdown/download.php?id=457135061>) for The Chinese University of Hong Kong
 - Install a webcam
 - Use the setup to take a practice test/exam to confirm the setup is ready
4. Taking a **test/exam** which requires the use of the Lockdown Browser and a webcam
 - Close all running programs/applications
 - Launch Lockdown browser
 - Visit CUHK Blackboard System <https://blackboard.cuhk.edu.hk> (<https://blackboard.cuhk.edu.hk/>)
 - Enter the Blackbaord course
 - Locate the test/exam
 - Click **Begin** to take the test/exam
 - Follow the **Startup Sequence** to ensure the video recording is working
 - The test/exam will begin after you have completed the Startup Sequence
 - Complete and **Submit** the test/exam
5. Additional Resources
 - A **Troubleshooting Guide** (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/RespondusLDB-MED-TroubleshootingGuide.pdf) shared by the Faculty of Medicine
6. Additional FAQs
 - **"We are experiencing a high number of users starting exams at the same time. Your webcam check will begin ??? seconds..."**
 - *Respondus Support: Due to high volume, we are now staggering when students can enter the Monitor pre-exam webcam check. Students may see a countdown timer similar to what you see here: <http://support.respondus.com/kbimages/support/countdowntimer.png> (<http://support.respondus.com/kbimages/support/countdowntimer.png>) This is not an error, and once the timer reaches zero the webcam check will begin. The maximum is 300 seconds.*
 - **"There is a problem with the LockDown Browser settings for this exam"**
 - https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/455/0/there-is-a-problem-with-the-lockdown-browser-settings-for-this-exam (https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/455/0/there-is-a-problem-with-the-lockdown-browser-settings-for-this-exam)
 - **"01-AWS-xxx Unable to connect to Respondus Server (AWS)"**
 - <https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/557/25/> (<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/557/25/>)
 - *Students in ML China should consider applying for the **Pilot Third Party VPN Service** (https://www.cuhk.edu.hk/eLearning/c_systems/ThirdPartyVPN/index.html) if they have difficulites accessing non-China hosted systems such as Respondus.*
7. More

- <http://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25/student-support-faq>
(<http://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25/student-support-faq>)

8. Questions?

- elearning@cuhk.edu.hk (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/elearning@cuhk.edu.hk)
-

Submit Video Assignment (Panopto Cloud)

Last Modified on 04/09/2020 5:39 pm HKT

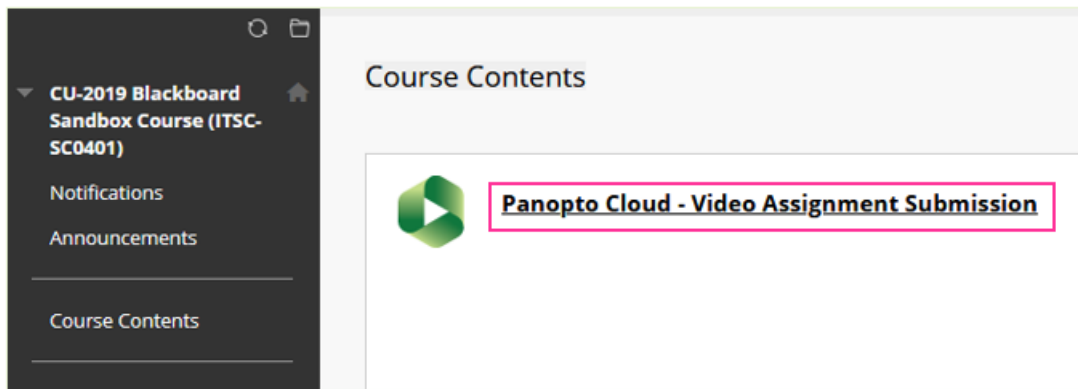
Overview

- This article covers the steps you need to take to submit a video assignment to the Panopto Cloud system

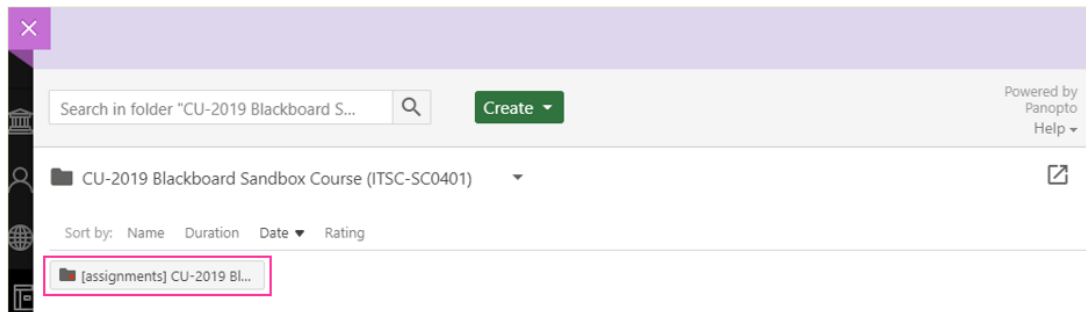
Steps

1. Submit video assignments

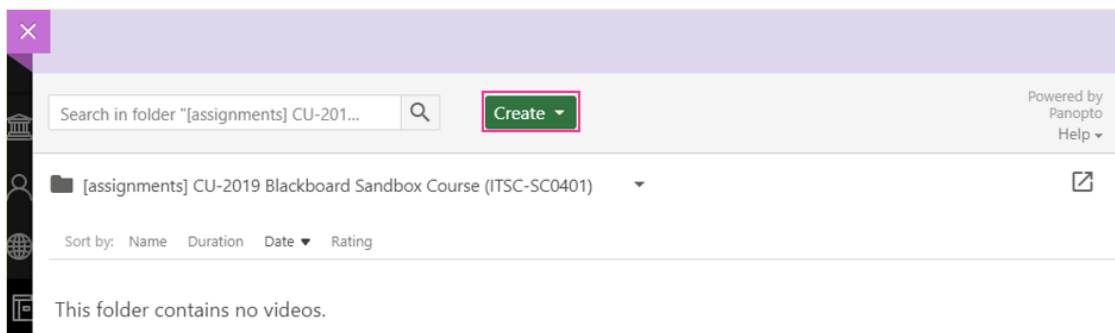
1. Access your Blackboard Course and Panopto Cloud according to the instruction provided by your Instructor / TA/Support Staff.



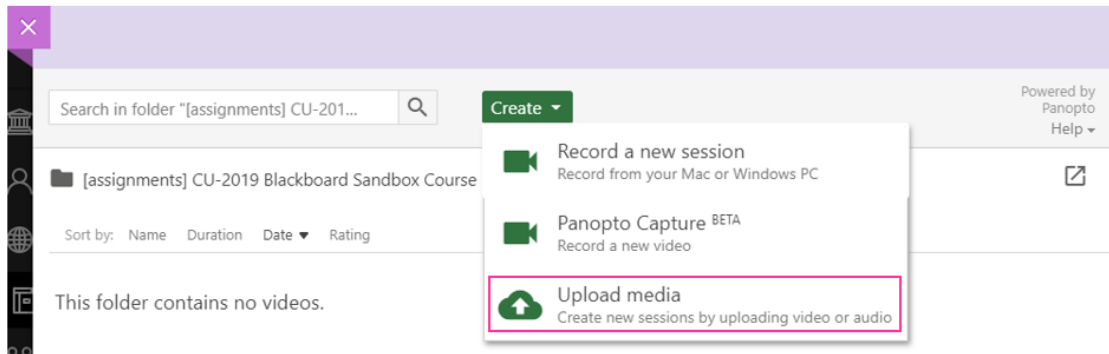
2. Access the assignment folder according to the information provided by your Instructor / TA/Support Staff.



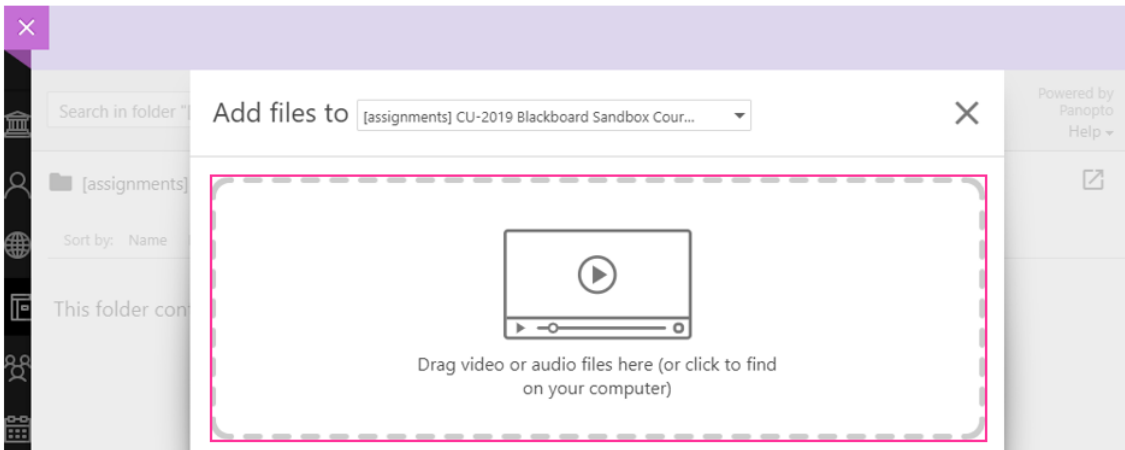
3. Click on "Create".



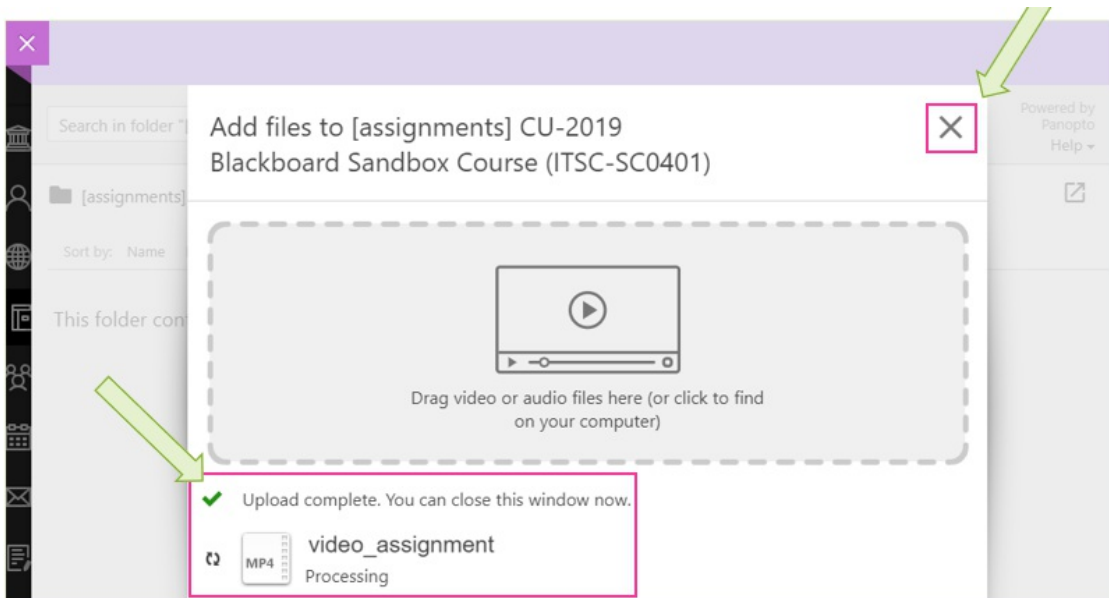
4. Click on "Upload media".



5. Drag video or audio files here (or click to find on your computer)

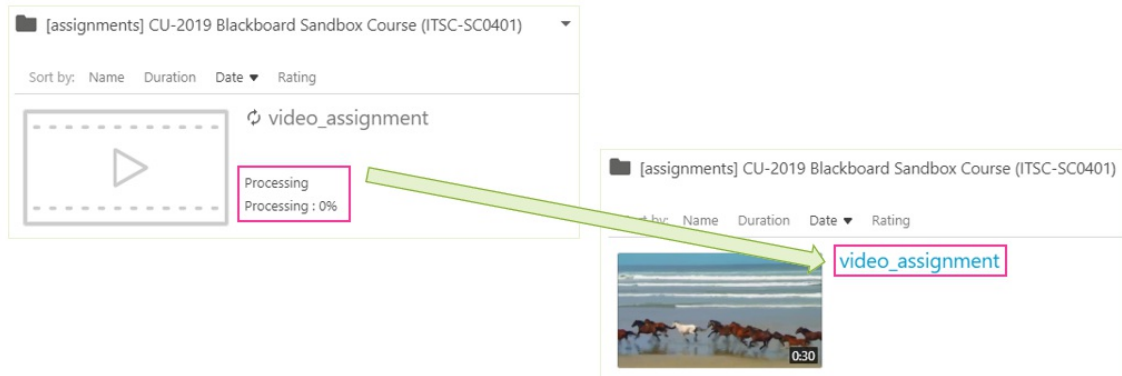


6. Make sure the upload complete. You can close the window.



2. Check the video submissions

- The video submitted would show as “Processing”.
- You should check the video the next day to ensure it can be processed successfully.



Reminders

1. There are currently issues with uploading videos from iOS devices:
 - [Turn Off High Efficiency Mode for Recording in iOS](https://support.panopto.com/s/article/Turn-off-High-Efficiency-Mode-for-Recording-in-iOS) (https://support.panopto.com/s/article/Turn-off-High-Efficiency-Mode-for-Recording-in-iOS)
 - [How Do I Troubleshoot Uploading Videos From iOS Devices?](https://support.panopto.com/s/article/Troubleshoot-Failed-iOS-Uploads) (https://support.panopto.com/s/article/Troubleshoot-Failed-iOS-Uploads)
 2. If possible, reduce video size of the assignment.
 3. Check the supported format: [Panopto Support: Learn About Supported Media File Types for Uploading](https://support.panopto.com/s/article/Supported-File-Types) (https://support.panopto.com/s/article/Supported-File-Types)
 4. Check the video the next day to ensure it can be processed successfully.
-

I cannot load the uReply page. What do I do?

Last Modified on 16/08/2020 2:06 am HKT

Review the FAQs at <https://www.web.ureply.mobi/faq> and see if the suggestions help. If the problem persists, inform your teacher so that they may request for assistance from the uReply support team.

What should a teacher do when sharing materials with copyright and recording the lectures?

Last Modified on 16/08/2020 1:06 am HKT

Unless copyright has been cleared, teachers are recommended to pause the recording when showing the materials. Alternatively, teachers can consider uploading the video to "Panopto Video" in Blackboard. And they are required to check the terms of use to make sure that the terms as stipulated in the license have been observed.

Is consent from students required for teachers to video-record the online lecture?

Last Modified on 16/08/2020 1:05 am HKT

Similar to face-to-face lectures, teachers should inform students prior to recording the lectures, and students will have the choice to disable the video function in the online meeting software (e.g. ZOOM / MS Teams / Blackboard Collaborate Ultra).

What is uReply?

Last Modified on 16/08/2020 1:59 am HKT

uReply is a web based Student Response System (SRS) to use with mobile devices designed to facilitate interactions for learning. Visit <https://www.web.ureply.mobi> for more information.

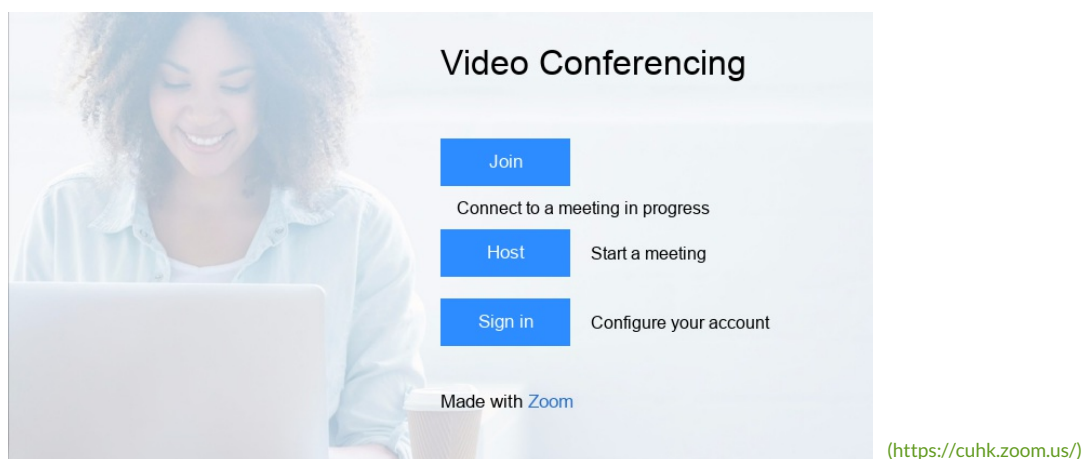
ZOOM Instructor Guide

Last Modified on 04/09/2020 8:02 pm HKT

Overview

- The University has selected Zoom as the primary platform to support synchronous teaching and learning activities. Zoom is trusted by universities and well received by users around the world (including the Mainland). Despite its rich features, most users find it very easy to use.

CUHK ZOOM Portal (for service activation, scheduling and hosting ZOOM meetings)



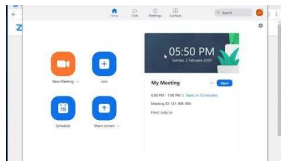
- All CUHK Staff and Student users can login CUHK ZOOM Portal to schedule and host ZOOM meetings of up to 300 participants with the below steps.
 1. Launch a web browser, go to <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>)
 2. Click "Sign in" and login via CUHK Login with CUHK email alias and OnePass password.
 3. Upon a successful login, you can start scheduling Zoom meetings under "Meetings".
 4. When you "start" your first meeting from the web portal, you will be prompted to download and install the Zoom app to host the meeting. (User Guide: [Zoom-QuickGuide-Host](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Host.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Host.pdf))

ZOOM Clients: Join a Meeting

- Download ZOOM clients and join open meetings as a meeting participant
 - [Zoom-QuickGuide Participant \(Open Meeting\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(OpenMeeting).pdf) ([https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant\(OpenMeeting\).pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(OpenMeeting).pdf))
- Download ZOOM clients and join "only authenticated users can join: *.cuhk only" meetings as a meeting participant
 - [Zoom-QuickGuide Participant \(Restricted Meeting\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(RestrictedMeeting).pdf) ([https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant\(RestrictedMeeting\).pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(RestrictedMeeting).pdf))

ZOOM Clients: Sign In with SSO (Company Domain: cuhk.zoom.us)

- [Zoom - CUHK Login - Desktop Client \(Win\)](https://youtu.be/JNzcGZe1gpk) (<https://youtu.be/JNzcGZe1gpk>)



(<https://youtu.be/JNzcGZe1gpk>)

- **Zoom CUHK Login (iPhone)** (<https://youtu.be/8SOldC9qoLM>)



(<https://youtu.be/8SOldC9qoLM>)

- **Zoom - CUHK Login & ad hoc Meeting - Android** (https://youtu.be/jrSc6_gqWQM)



(https://youtu.be/jrSc6_gqWQM)

Special Notes for China Access

- If users in Mainland China cannot access <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>), please try the **Pilot CUHK VPN Add-On service** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>).
- In case users are located in China and have problem in accessing <https://cuhk.zoom.us/>... (<https://zoom.us/>) when **viewing ZOOM recordings**, please try using <https://cuhk.zoom.com.cn/> (<https://zoom.com.cn/>)...
- [zoom.cn](https://zoom.com.cn/) has NO relationship with the Zoom service subscribed by CUHK

2020 ZOOM Instructor Resources

- **ZOOM Accessibility** (<https://zoom.us/accessibility>)
- **ZOOM Integration in Blackboard Course** (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration>)
- **ZOOM's Scheduling Tracking Fields** (<https://help.edtech.cuhk.edu.hk/docs/zooms-scheduling-tracking-fields>)
- **uReply** (<https://www.web.ureply.mobi/>) - **Attendance Beta** (https://122cf8ce-250e-4a32-897c-ecb832d59e78.filesusr.com/ugd/af4ab3_3b9932b23e764a2db054afdeb5f9d70b.pdf)
- **"Automatic upload of ZOOM cloud recording to Panopto Cloud** (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-panopto-cloud-integration>)" feature (requires Blackboard, ZOOM, and Panopto Cloud)

2019 ZOOM Instructor Resources (Shared by Faculties/Departments/Programmes/Units)

- **Best Practice Suggestions**
 - **Zoom - Host Features - ELTU** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/BestPracticeSuggestions-Zoom-HostFeatures-ELTU.pdf)
 - **Zoom Training - JennyTian - SHTM - BA** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/BestPracticeSuggestions-Zoom-Training-JennyTian-SHTM-BA.pdf)
 - **ZOOM Handbook in Chinese - CHLL** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/BestPracticeSuggestions-ZOOM-Handbook-CHLL.pdf)
 - **A sample best practice suggestions document for your departments** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/BestPracticeSuggestions-ZOOM-FacultyToDept.pdf)
- **Taking Attendance**
 - **Guideline for using uReply and taking attendance during a class on Zoom CUHK**

(http://cu.ureply.mobi/docs/Guideline_for_using_uReply_and_taking_attendance_during_a_class_on_Zoom_CUHK.pdf)

- **Using ZOOM with KEEP** (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/UsingZOOMwithKEEP.pdf)
- **CLEAR**
 - **General Tips for Online Teaching and Learning**
(http://www.cuhk.edu.hk/clear/prodev/General_Tips_for_Online_Teaching_and_Learning.pdf)
 - **Results of User Experience Surveys**
(<https://www.cuhk.edu.hk/aqs/staff/OnlineTeaching/Results%20of%20User%20Experience%20Surveys.pdf>)
 - **Best Practices for ZOOM Teaching: Teacher Sharing Series** (<https://www.cuhk.edu.hk/clear/new/1920-s2-03.htm>)
 - **Ride on the trend of Zoom teaching: did I run my class well?**
(<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=a22e25d2-ac1c-4d00-8828-ab6f00a03b3d>) (Dr LAU Sin Nga, Ann)
 - **Teaching with Zoom: some issues and quick tips** (<https://www.cuhk.edu.hk/clear/new/1920-s2-03.htm>) (Dr KU Kei-tat, Fred)
 - **Beside Zoom and Panopto, what else? A sharing on using online discussion forum and game based learning** (<https://www.cuhk.edu.hk/clear/new/1920-s2-03.htm>) (Dr KIANG Kai Ming)
 - **Learning Activities on ZOOM** (<https://www.cuhk.edu.hk/clear/new/1920-s2-01.htm>)
 - **Learning Activities on ZOOM** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=6c77606d-5448-47ed-8bca-ab68007b736c>) (require login)

Recorded Training Videos (by Zoom)

- **Recorded Sessions** (<https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions>):
 - Getting Started with Zoom (30min)
 - Zoom Meetings Training (60min)
 - *Remarks: jump to 04:xx to skip the introduction of the "plans and pricing"*
- **Live Meetings for Education**
(https://livetraining.zoom.us/webinar/register/3415808540621/WN_5B1e6RECQyuMtbo_DeENOA) (Students and Educators)

Capacity

- The maximum number of participants in each meeting is 300. Contact elarning@cuhk.edu.hk () if you need to host a **larger meeting / webinar** (<https://help.edtech.cuhk.edu.hk/docs/the-current-zoom-license-allows-a-meeting-with-up-to-300-participants-only-what-if-more-than-300-participants-are-expected>).

System Requirements

- **System Requirements (e.g. bandwidth) and Equipment Suggestions**
 - **PC, Mac, and Linux** (<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>)
 - **iOS, iPadOS, and Android** (<https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android>)

ZOOM Help Center

- **Join a meeting** (<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->) (Join a test meeting (<https://zoom.us/test>))
 - **Attendee Controls in a Meeting** (<https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>)
 - **Virtual Background** (<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>)
 - **Share my screen** (<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->)
 - **Whiteboard** (<https://support.zoom.us/hc/en-us/articles/205677665>)
 - **Annotation** (<https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>)
- **Schedule a meeting** (<https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings->)
 - **Scheduling Privilege** (<https://support.zoom.us/hc/en-us/articles/201362803-Scheduling-Privilege>)

- [Alternative Host](https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host) (<https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host>)
- **Host and co-host controls in a meeting** (<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->)
 - [Polling](https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings) (<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>)
 - [Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms) (<https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>)
 - [Meeting recording](https://support.zoom.us/hc/en-us/sections/200208179-Recording) (<https://support.zoom.us/hc/en-us/sections/200208179-Recording>)
- More: <https://support.zoom.us/hc/en-us>

FAQs

- [Zoom FAQs \(Set 1\)](http://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq.pdf) (http://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq.pdf)
- [Zoom FAQs \(Set 2\)](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq-set2.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom_faq-set2.pdf)

Additional Suggestions

- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-SuggestionsRecentAlerts-2020April.pdf
- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-Suggestions-SecureOnlineInvigilation.pdf

ZOOM Security

- <https://zoom.us/docs/en-us/privacy-and-security.html>
- <https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>

eLearning Newsletters

- [CUHK Online! ZOOM Support for Feb 17-21](https://www.cuhk.edu.hk/eLearning/c_news/newsletter/2020Feb16/eLNL-2020Feb16.html) (https://www.cuhk.edu.hk/eLearning/c_news/newsletter/2020Feb16/eLNL-2020Feb16.html) (Feb 16, 2020)
- [Get Ready to use Zoom to teach, learn and collaborate online, and more](http://www.cuhk.edu.hk/eLearning/c_news/newsletter/2020Feb/eLNL-2020Feb.html) (http://www.cuhk.edu.hk/eLearning/c_news/newsletter/2020Feb/eLNL-2020Feb.html) (Feb 2, 2020)

Additional Info Pages on ITSC website

- <https://www.itsc.cuhk.edu.hk/project/zoom/>
- <https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/>
- <https://www.itsc.cuhk.edu.hk/all-it/procurement-support/campus-wide-software/>

ZOOM's Scheduling Tracking Fields

Last Modified on 05/09/2020 7:22 pm HKT

Overview

- To provide better support and collect data to analyze ZOOM usage at CUHK, scheduling tracking fields have been added starting 2020/21. Users will see the tracking field when scheduling.
- Please fill in the scheduling tracking fields when you schedule ZOOM meetings.

[My Meetings](#) > Schedule a Meeting

Schedule a Meeting

Topic

Description (Optional)

.....

For Blackboard's ZOOM Panopto Cloud Integration

Scheduling tracking fields

cusis_classcode

panopto_folder_context

purpose

- class_lecture
- class_tutorial
- class_lab
- class_student_group

The Tracking Fields

- purpose
 - Recommended values include:
 - class_lecture, class_tutorial, class_lab, class_student_group, class_others, remote_invigilation, college_activity, community_outreach, student_support, student_recruitment, pr_event
 - You may enter other value as needed
- cusis_classcode
 - See below

Enquire Teaching Timetable

Academic Career *
 Academic Term *
 Course Subject
 Or
 Course Offering Dept
 Verification Code Refresh

Class Code



Class Code	Class Nbr	Course Title	Units	Teaching Staff	Quota(a)	Vacancy	Course Component	Section Code	Language	Teaching Mode	Period	Room	Meeting Date	Add Consent	Drop Consent	Course Offering Dept
PHPC1001	6972	Foundations in Public Health 公共衛生學基礎	2.00	- Professor CHUNG Roger Yat Nork	128	28	LEC	-	E	All Online Teaching	We 11:30AM - 01:15PM	NRR	9/9, 16/9, 23/9, 30/9, 7/10, 14/10, 21/10, 28/10, 4/11, 11/11, 18/11, 25/11, 2/12			JC Sch of Pub Health Prim Care
PHPC1020	8710	Induction Programme II 公共衛生 (二)	1.00	- Dr. YUNG Ka Chun	40	7	LEC	-	C&E	All Online Teaching	Mo 02:30PM - 06:15PM	NRR	7/9, 14/9, 21/9, 28/9, 5/10, 12/10, 19/10			JC Sch of Pub Health Prim Care
PHPC1022	7852	Lifestyle and Health 生活與健康	2.00	- Professor YEUNG Chun Yiu	60	24	LEC	-	E	All Online Teaching	Mo 09:30AM - 12:15PM	NRR	7/9, 14/9, 21/9, 28/9, 5/10, 12/10, 19/10			JC Sch of Pub Health Prim Care

Is there a recommended equipment list for ZOOM meetings?

Last Modified on 16/08/2020 1:45 am HKT

For meeting participants, a desktop computer, notebook computer, tablet or phone with internet connection, webcam and speaker function should be adequate.

For meeting hosts/presenters, a desktop computer (or notebook computer) is preferred over a tablet/phone.

For more details, please refer to the support articles.

- <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
 - <https://support.zoom.us/hc/en-us/articles/201179966-System-requirements-for-iOS-and-Android>
-

Is there a convenient way to schedule a number of classes for a course or a class that will be offered many times?

Last Modified on 16/08/2020 6:26 pm HKT

Teachers can create a single link for all classes by using the “recurring” function. Such link can be valid for up to a year. So students can use the same link for joining all the classes.

Teachers are reminded to disable the function “join before host” to avoid confusion. Also, it is important to note that a teacher cannot host two meetings at the same time.

More:

- <https://support.zoom.us/hc/en-us/articles/214973206-Scheduling-Recurring-Meetings>
- <https://support.zoom.us/hc/en-us/articles/202828525-Join-Before-Host>

Starting from 2020/21, with the permission of the course teachers, course support staff may submit a request to eLearning Support to batch schedule ZOOM meetings under a teacher ZOOM user account for a course. Similar arrangement can be made to facilitate batch retrieval of meeting reports from the ZOOM accounts of the course teachers.

ZOOM Breakout Rooms: Let participants choose room in a Zoom meeting

Last Modified on 09/11/2020 10:52 am HKT

Overview

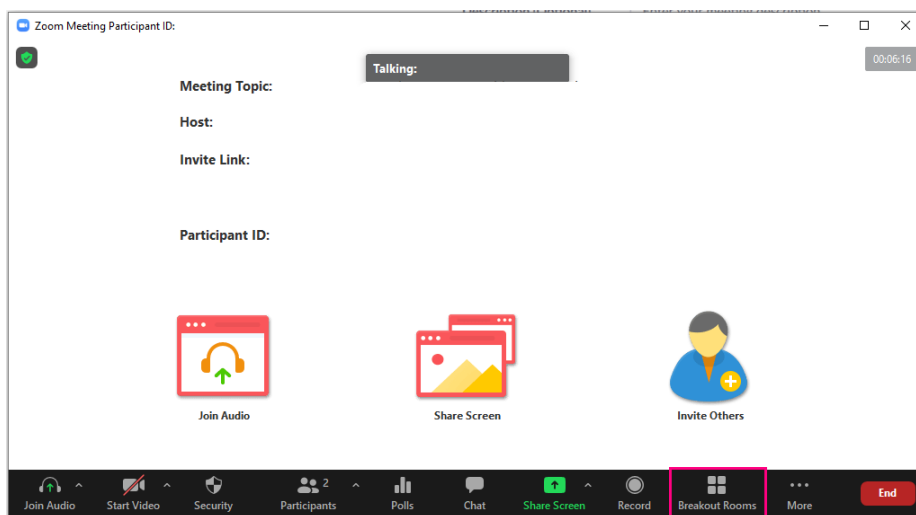
- Zoom desktop or mobile app (version 5.3.0 or higher) support **Self-select Breakout Room** (<https://support.zoom.us/hc/en-us/articles/115005769646>).
- The option is off by default. It will only be available to participants if the host has **enabled the option** (<https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms>).

Special Notes

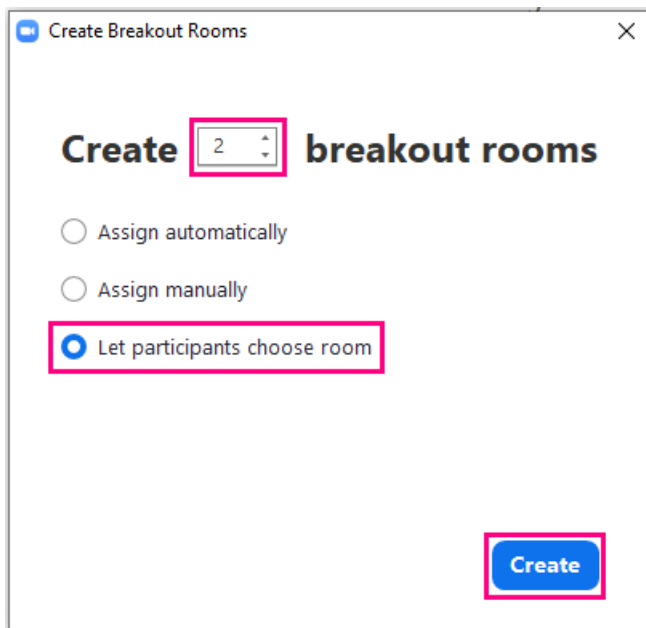
- *Host, co-host and participants must upgrade their Zoom desktop or mobile app to support this feature: Zoom Help Center: **Upgrade / update to the latest version** (<https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>)*
- *Co-host does not have privilege to perform the below actions.*
- *The below screenshots are referring to the feature in Zoom desktop client.*
- *The steps are illustrated two scenarios*
 - The breakout rooms are created in the meeting
 - The breakout rooms have been created with participants **pre-assigned** (<https://support.zoom.us/hc/en-us/articles/360032752671>) to the breakout room before the meeting.

Scenario 1: Create rooms and let participants choose room in the meeting

1. In a meeting, click “Breakout Rooms”.



2. Select the number of rooms you would like to create, and “Let participants choose room”. Click “Create”.

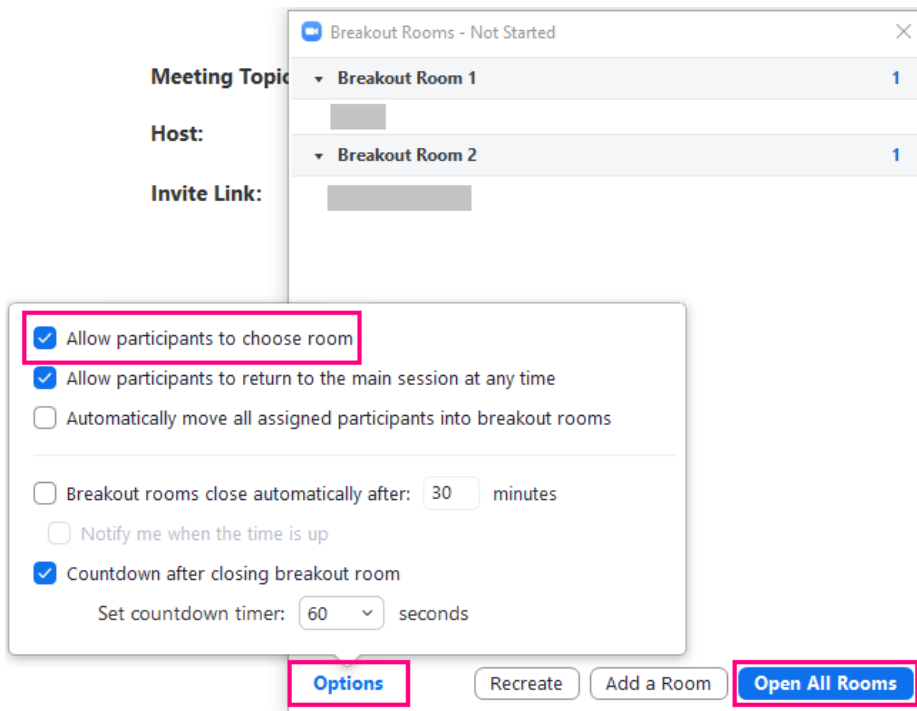


Scenario 2: Pre-assign participants to breakout rooms before the meeting, and allow participants to choose room in the meeting

1. In a meeting, click "Breakout Rooms".



2. Click "Options". Select "Allow Participants to choose room". Then "Open All Rooms".



Notes:

- “Allow participants to choose room” is turned off in every meeting session by default.
- Participants who join the meeting after the rooms are opened can choose to join a room.
- Participants can leave their pre-assigned rooms and join other rooms.

For more:

- Zoom Help Center: [Managing Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms) (https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms)
- Zoom Help Center: [Participating in breakout rooms](https://support.zoom.us/hc/en-us/articles/115005769646) (https://support.zoom.us/hc/en-us/articles/115005769646)

The current ZOOM license allows a meeting with up to 300 participants only. What if more than 300 participants are expected?

Last Modified on 17/09/2020 7:54 pm HKT

Overview

- Special arrangement has to be made by ITSC to allocate a large meeting license, which allows up to 1000 participants, and Faculties should submit a request to ITSC using the application form.
- Apart from “Meeting”, ZOOM can conduct “Webinar” which allows up to 10,000 participants. “Meeting” and “Webinar” have different functionality.

ZOOM Licenses

- Generally speaking, webinar is suggested for events open for public.
- For comparison, please refer to <https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison>.

Meetings or Webinars
Deciding on the best product for your needs

<u>Meetings are best for:</u>	<u>Webinars or Streaming are best for:</u>
<ul style="list-style-type: none">• Private groups• You know who is attending• Everyone needs to be on video & audio• Need more interactivity<ul style="list-style-type: none">◦ TIP: Keep secure with passwords & waiting rooms, mute on entry, and upgrade to 5.0.◦ Options for registrations and join by domain.	<ul style="list-style-type: none">• Large audiences• Unknown audience• Posting URLs on social to drive attendance• City Councils, Church Services, Concerts ...• Audience can see, listen, ask questions<ul style="list-style-type: none">◦ TIP: Can buy 1 month at a time

- All CUHK staff and students are granted the meeting-300 license to host meetings up to 300 participants
- For other licenses:
 - For meetings, the University has some large meeting license for 1000 participants
 - For webinars, the University has a few webinar licenses of 100 / 500 / 1000 / 3000 / 5000 / 10000 attendees.
- The license allocation, charging mechanism, and application procedure are still being worked out.

Webinar Licenses

- **One-time webinar 100/500/1000/3000/5000 licenses** can be arranged by request free of charge. Please consider the options suggested in webinar settings in http://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Webinar-Basic.pdf.
- If dedicated webinar licenses are needed, the listed prices of various webinar licenses (as of December 2019) are:

100 Participants ▾	1	host
100 Participants		Start from \$40 /mo/host
500 Participants		Start from \$140 /mo/host
1000 Participants		Start from \$340 /mo/host
3000 Participants		Start from \$990 /mo/host
5000 Participants		Start from \$2490 /mo/host
10000 Participants		Start from \$6490 /mo/host

Large Meeting License

- **One-time meeting1000 license** can also be arranged by request free of charge. Please consider the options suggested in https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-MeetingOptions-LargeMeetings.pdf and the following:
 - **Disable Join Before Host**
 - Enable the **Waiting Room** Feature
 - **Limit Sharing to the Host**
 - Make Co-Host the speaker (**only available to the host**): Assign the attendee to be a **co-host** (<https://support.zoom.us/hc/en-us/articles/206330935>). **You can have an unlimited number of co-hosts.**
 - **Stop Video:** Stop the participant's video stream so they are unable to start their video.
 - **Rename:** Change the attendee name that is displayed to other participants. This change only applies to the current meeting.
 - **Put in Waiting Room:** Place the attendee in a virtual **waiting room** (<https://support.zoom.us/hc/en-us/articles/115000332726>) while you prepare for the meeting. The host must enable waiting room for this option to appear.
 - **Put On Hold:** If the waiting room is not enabled, you'll see this option to **place the attendee on hold** (<https://support.zoom.us/hc/en-us/articles/201362813-Attendee-On-Hold>).
 - **Remove:** Dismiss a participant from the meeting. They won't be able to rejoin unless you **allow participants and panelists to rejoin** (<https://support.zoom.us/hc/en-us/articles/360021851371>).

Additional suggestions:

- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-SuggestionsRecentAlerts-2020April.pdf
- https://www.cuhk.edu.hk/eLearning/c_systems/zoom/ZOOM-Suggestions-SecureOnlineInvigilation.pdf

Additional reference on ZOOM Security:

- <https://zoom.us/docs/en-us/privacy-and-security.html>
- <https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>

Additional references on ZOOM Online Events

- **ZOOM Online Event Consulting Services** (<https://support.zoom.us/hc/en-us/articles/207362486-Zoom-Online-Event-Consulting-Services>)
- **ZOOM's online event best practices guide** (<https://zoom.us/docs/doc/Zoom-Online-Event-Best-Practices.pdf>)

Application Form

- <https://cloud.itsc.cuhk.edu.hk/webform/view.php?id=10478679>

Add "EXAM", "cuisis_classcode" & "purpose: remote_invigilation" when scheduling ZOOM meeting for exams with self-arranged invigilation

Blackboard Instructor Guide (Original Course View)

Last Modified on 04/11/2020 1:04 pm HKT

Overview

- Blackboard is a full-featured learning management system (LMS). It provides an integrated set of tools to support course delivery, learning communities, content management, and assessment. Teachers can set up courses in Blackboard for students to access learning materials, submit assignments, take part in discussions, take quizzes, etc. online.

2020 Blackboard Instructor Resources

- CUHK Blackboard Instructor Guide (this article)
- [Quick Start Videos](https://www.youtube.com/playlist?list=PLontYaReEU1tBMzGoA17iFCRsdGxezJKP) (https://www.youtube.com/playlist?list=PLontYaReEU1tBMzGoA17iFCRsdGxezJKP) (YouTube videos)
- [Quick Start Checklist for Staff](https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2019-QuickStartChecklist-Staff.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2019-QuickStartChecklist-Staff.pdf) (PDF)
- Blackboard Assignments and Tests Training
 - [Summary](https://www.cuhk.edu.hk/eLearning/support/BlackboardAssignmentsTests-Summary.pdf) (https://www.cuhk.edu.hk/eLearning/support/BlackboardAssignmentsTests-Summary.pdf) (PDF)
 - Recordings: **Cantonese** (https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=1821dd03-9937-4f44-84c4-ab8e007759de), **English** (https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=184c7b9e-e2b2-4a7d-9fef-ab8e00376d56) (Panopto videos)
 - Blackboard Exam Trial Course (**CU-ITSC-EXAM-TRIAL**) (https://blackboard.cuhk.edu.hk/ultra/courses/_133650_1/outline)
 - [Self-enrollment instructions](https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf) (PDF)
- [Blackboard Test Quick Start Guide](https://www.cuhk.edu.hk/eLearning/support/Blackboard-Test-QuickStart.pdf) (https://www.cuhk.edu.hk/eLearning/support/Blackboard-Test-QuickStart.pdf) (PDF)
- [Blackboard Online Test Best Practice for teachers and supporting staff](https://help.edtech.cuhk.edu.hk/docs/blackboard-online-test-best-practices-for-teachers-and-supporting-staff) (https://help.edtech.cuhk.edu.hk/docs/blackboard-online-test-best-practices-for-teachers-and-supporting-staff)
- [2020 November: The Updated Content Editor in Blackboard Learn](https://help.edtech.cuhk.edu.hk/docs/the-updated-content-editor-in-blackboard-learn-original-experience-original-course-view-2020-nov) (https://help.edtech.cuhk.edu.hk/docs/the-updated-content-editor-in-blackboard-learn-original-experience-original-course-view-2020-nov)

2020/21 Special Arrangements

- [Blackboard Access - Allow Waitlisted students to access Ug Blackboard courses in 2020/21 Term 1 before and during the Add/Drop Period](https://help.edtech.cuhk.edu.hk/docs/blackboard-access-allow-waitlisted-students-to-access-ug-blackboard-courses-in-202021-term-1-adddrop-period) (https://help.edtech.cuhk.edu.hk/docs/blackboard-access-allow-waitlisted-students-to-access-ug-blackboard-courses-in-202021-term-1-adddrop-period)

Integrations

- Online Meetings
 - [ZOOM Integration](https://help.blackboard.com/Learn/Instructor/Interact/Microsoft_Teams) (https://help.blackboard.com/Learn/Instructor/Interact/Microsoft_Teams)
 - [MS Teams Integration](https://help.blackboard.com/Learn/Instructor/Interact/Microsoft_Teams) (https://help.blackboard.com/Learn/Instructor/Interact/Microsoft_Teams)
 - [Blackboard's ZOOM Panopto Cloud Integration](https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-panopto-cloud-integration) (https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-panopto-cloud-integration) ("Automatic upload of ZOOM cloud recording to Panopto Cloud" feature; requests Blackboard, ZOOM, and Panopto Cloud)
- Video
 - [Panopto](https://help.edtech.cuhk.edu.hk/docs/panopto-instructor-guide) (https://help.edtech.cuhk.edu.hk/docs/panopto-instructor-guide)
- Hand Written Assignment
 - [Gradescope](https://help.edtech.cuhk.edu.hk/docs/gradescope-for-teachers-2020-aug) (https://help.edtech.cuhk.edu.hk/docs/gradescope-for-teachers-2020-aug)
- Video Assignment (Panopto Cloud)
 - [Create Video Assignment Folder on Panopto Cloud](https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud) (https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud)
 - [Submit Video Assignment \(Panopto Cloud\)](https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud) (https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud)
- Test & Exam
 - [Respondus Lockdown Browser & Monitor](https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/lockdown-teacher.html) (https://www.cuhk.edu.hk/eLearning/c_systems/Respondus/lockdown-teacher.html)
- Test/Exam question management
 - [Respondus 4.0](https://web.respondus.com/he/respondus/) (https://web.respondus.com/he/respondus/)
- Library's Reading List (<https://libguides.lib.cuhk.edu.hk/ReadingList>)
 - Further questions: Please contact the [Faculty Liaison Librarians](https://www.lib.cuhk.edu.hk/en/learning/faculty-liaison) (https://www.lib.cuhk.edu.hk/en/learning/faculty-liaison) of your Department / School

2020 Blackboard Online Training

- **Blackboard for Teachers** (<https://cuhk202021term1training.sched.com/overview/type/Tool%3A+Blackboard>) (1 hour, ZOOM walk-through)
- **Blackboard Level One: Learn Teaching Essentials for Original** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-level-one-learn-teaching-essentials-for-original-2020-it-sc-bl-ole-te>) (6 hours, online, self-paced)
- **Blackboard Level Two: Learn Advanced Teaching for Original** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-level-two-learn-advanced-teaching-for-original-2020-it-sc-bl-ole-at>) (6 hours, online, self-paced)

2020 Blackboard Challenge (a.k.a. 30min Quick Start)

- We encourage all new academic staff and TAs to first go through **the quick start checklist** (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-2019-QuickStartChecklist-Staff.pdf) to get familiar with the Blackboard system.
 - 📺 (<https://emojipedia.org/film-frames/>) **Demo by Eva Cheung (ITSC)** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?pid=ed302999-5de3-43d2-9405-aaa800e60ea7>), **Wendy Ng (ITSC)** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?pid=f8caacd3-ad25-4d45-a71e-aaa800e52375>)

Detailed step-by-step walk-through of everything

1. Access CUHK Blackboard system

- **Web** (https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb)
- **Mobile App (Blackboard Instructor)** (https://help.blackboard.com/Blackboard_Instructor/Quick_Start)

2. Understand the interface

- **Profile** (https://help.blackboard.com/Learn/Instructor/Getting_Started/Profile)
- **Activity Stream** (https://help.blackboard.com/Learn/Instructor/Getting_Started/Navigate_Outside_a_Course/Activity_Stream)
- **Courses** (https://help.blackboard.com/Learn/Instructor/Getting_Started/Find_Your_Courses#ultra-explore-the-courses-page)
- **Navigate Inside a Course** (https://help.blackboard.com/Learn/Student/Getting_Started/Navigate_Inside_a_Course)

3. Common user management requests

- **CUHK User Management Tool** (http://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-CUHKUserManagement.pdf) - **Would like to add TAs? Co-teachers? Sit-in students? Audit students?**
- **Batch Enrollment Request** (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=b136a4d20f6b7200eb3dc19ce1050e84) - **Would like to add users to a large number of Blackboard courses?**
- **Course Access Request** (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=f10febca0fe77200eb3dc19ce1050ef1) - **Need access to a Blackboard course? If you are the course TAs or the course supporting staff, request here.**

4. Common course management requests

- **Course Combine Request** (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=b92f449a0f2b7200eb3dc19ce1050efc) - **Would like to use ONE Blackboard course to serve multiple class sections?**
- **Non-CUSIS Course Request** (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=00a198da0f2b7200eb3dc19ce1050ee3) - **Would like to have a Blackboard course for teaching non-CUSIS listed courses?**
- **Batch Copy Course Request** (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=29b9a8160f6b7200eb3dc19ce1050e3a) - **Need to copy content from the course template to a large number of Blackboard courses?**

5. Create a supportive learning environment

- Ideas:
 - You could create a supportive e-learning environment and engage students starting from the very beginning of the term.
 - The welcome page introduces the course, the teacher, and TA.
 - Students can grasp the basic information at a glance once logged in the course.
 - You could set up space for students to introduce themselves and know each other.
 - You could then have a better understanding of your students (e.g. their background knowledge, the reason why

- they take the course, etc.)
- Tools and Resources:
 - **Create Content** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content) (**Types of Course Content** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Course_Materials/Types_of_Course_Content))
 - **Design your course entry point** (https://help.blackboard.com/Learn/Instructor/Courses/Course_Customization/Course_Style_Options)
 - **Create Forums** (https://help.blackboard.com/Learn/Instructor/Interact/Discussions/Create_Forums) & **Threads** (https://help.blackboard.com/Learn/Instructor/Interact/Discussions/Create_Threads)

6. Share course materials and create class activities

You are going to prepare content and online activities before the term starts.

- Ideas on Course Content:
 - You would like to share pre-lecture documents to students.
 - The items should be well-organized and grouped by week/topic.
 - You are going to set up shells for coming weeks as well.
- Tools and Resources:
 - **Create Content Items or Documents** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Course_Materials/Create_Content_Items_or_Documents)
 - **Share video files** (<https://www.edtech.cuhk.edu.hk/videocms-panopto>)
 - **Link to Websites** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Course_Materials/Link_to_Websites)
 - **Create Containers for Content** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Containers_for_Content)
 - **Edit and Manage Content** (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Edit_and_Manage_Content)
 - **Course Copy** (<http://www.cuhk.edu.hk/eLearning/support/Blackboard-CourseCopy.pdf>) (the perfect tool if you have taught the course previously and would like to reuse the content)
- Ideas on Assignments and Assessments
 - You would like to set up online assignment for students to reflect on what they have learnt in class.
 - Also, online assessment for students to perform self-revision after class.
- Tools
 - **Create and Edit Assignments** (https://help.blackboard.com/Learn/Instructor/Assignments/Create_and_Edit_Assignments)
 - **Create Tests and Surveys** (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Create_Tests_and_Surveys)
 - **Best Practice for Online Assessments** (http://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-TestBestPractices.pdf)
 - **Test and Survey Options** (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Options)
- Ideas on Groups and Real-time Web Conferencing and Collaboration
 - You would like to set up groups for collaboration.
 - You would also like to schedule real-time web conferencing sessions.
- Tools
 - **Create a Group Set** (https://help.blackboard.com/Learn/Instructor/Interact/Course_Groups/Create_Groups)
 - **Blackboard Collaborate Ultra** (https://help.blackboard.com/Learn/Instructor/Interact/Blackboard_Collaborate/Collaborate_Ultra)
 - **Schedule Sessions in Blackboard Learn** (https://help.blackboard.com/Collaborate/Ultra/Moderator/Schedule_a_Meeting/Schedule_Sessions_in_Blackboard_Learn)

7. Open the Blackboard course to your students

Suppose the course settings, content, and activities are ready now. It is time to allow students to access the course.

- Final review
 - **Student Preview** (https://help.blackboard.com/Learn/Instructor/Courses/Student_Preview) - preview the course in student role and release the course for student access
- Double check the user list
 - **CUHK User Management Tool** (http://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-CUHKUserManagement.pdf)
- Make the Blackboard course available to students
 - **Make Course Available to Students** (https://help.blackboard.com/Learn/Instructor/Courses/Course_Availability)
- Inform the students
 - **Announcements** (<https://help.blackboard.com/Learn/Instructor/Interact/Announcements>) - let students know that it is time to take part in the online activities (e.g. the self-introduction forum, go through the video and documents before class)

8. Track traffic of the course

- Ideas
 - You would like to have an idea of student engagement.
 - You could then remind students, or encourage them to keep the good work up depending on their participation.
- Tools
 - [Course Reports](https://help.blackboard.com/Learn/Instructor/Performance/Course_Reports) (https://help.blackboard.com/Learn/Instructor/Performance/Course_Reports)
 - [Performance Dashboard](https://help.blackboard.com/Learn/Instructor/Performance/Performance_Dashboard) (https://help.blackboard.com/Learn/Instructor/Performance/Performance_Dashboard)

9. Check assessment results and Grade Assignment

- Ideas:
 - You are going to review student performance in the online assessment and assignment.
 - You will also provide them feedback.
 - Through the review, you can have an idea on how students understand the topic.
 - You may then reiterate some points in the coming lesson if necessary. Your feedback would be helpful for students' learning as well.
- Tools
 - [Download Assignments](https://help.blackboard.com/Learn/Instructor/Assignments/Download_Assignments) (https://help.blackboard.com/Learn/Instructor/Assignments/Download_Assignments)
 - [Assignment Inline Grading](https://help.blackboard.com/Learn/Instructor/Assignments/Grade_Assignments/Assignment_Inline_Grading) (https://help.blackboard.com/Learn/Instructor/Assignments/Grade_Assignments/Assignment_Inline_Grading)
 - [Test and Survey Results](https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Results) (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Results)
 - [Grade Tests](https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Grade_Tests) (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Grade_Tests)
 - [Exempt / Ignore Grades](https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/View_Grade_Details) (https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/View_Grade_Details)
 - [Work Offline with Grade Data](https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/Work_Offline_With_Grade_Data) (https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/Work_Offline_With_Grade_Data)

10. Backup Course

- [Download Folders and Files under Content Collection](https://help.blackboard.com/Learn/Instructor/Course_Content/Course_Files/Manage_Files_and_Folders_in_Course_Files) (https://help.blackboard.com/Learn/Instructor/Course_Content/Course_Files/Manage_Files_and_Folders_in_Course_Files)
 - [Export and Archive Courses](https://help.blackboard.com/Learn/Instructor/Course_Content/Reuse_Content/Export_and_Archive_Courses) (https://help.blackboard.com/Learn/Instructor/Course_Content/Reuse_Content/Export_and_Archive_Courses)
-

Blackboard Online Test Best Practices for teachers and supporting staff

Last Modified on 11/11/2020 5:14 pm HKT

Overview

- You can use "Test (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys)" feature to create online tests for students to take in your Blackboard courses.
- This guide aims to highlight some best practices in a step by step style for your consideration.

Recorded Training Sessions (CUHK Login needed)

- **Blackboard Assignments & Tests (Cantonese)** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=1821dd03-9937-4f44-84c4-ab8e007759de>)
- **Blackboard Assignments & Tests (English)** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=184c7b9e-e2b2-4a7d-9fef-ab8e00376d56>)
- **Blackboard Assignments & Tests (Summary)** (<https://www.cuhk.edu.hk/eLearning/support/BlackboardAssignmentsTests-Summary.pdf>)

Quick Start Guide

- **Blackboard Test Quick Start Guide** (<https://www.cuhk.edu.hk/eLearning/support/Blackboard-Test-QuickStart.pdf>)

Step-by-Step Considerations

Get yourself ready

1. Request a **sandbox** (i.e. testing Blackboard course) for testing the test questions and the test options (with dummy student accounts).
2. Make sure you are familiar with how to resolve student issues with test (**Blackboard Help** (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Resolve_Issues_With_Tests)).

Get your students ready

1. Create a **trial test** for students to get familiar with the test environment beforehand.
2. The speed and quality of internet connection in ML China vary according to locations and network service providers. If you have students in ML China, consider the following options:
 - **Pilot CUHK VPN Add-On Service** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>)
 - **Pilot Third Party VPN Service (Legacy; backup option)** (https://www.cuhk.edu.hk/eLearning/c_systems/ThirdPartyVPN/index.html)
 - **CUHK Blackboard (China) System (Legacy; backup option)** (<https://cuhk.blackboardchina.cn/>)

Lower the risk

1. Consider **breaking a large test up** into smaller tests.
2. If **the class is big (>100)** and **the test is tightly scheduled** (i.e. the time you allow is just enough for students to complete the test, and thus students are expected to submit their attempts at the same time), please email elearning@cuhk.edu.hk (with the course code, when the assessment takes place, class size) so that the support team can review the arrangement with you.
3. Prepare a **contingency plan**, for any unexpected issues.
4. **Ensure ALL questions are correct before deploying the test** Questions cannot be deleted when there are

attempts in progress. ([Blackboard Help](#))

(https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Edit_Tests_and_Questions)

Set up the online test using the right test options

1. Make sure you fully understand the test options before you use them.
2. **Availability:** Remember to select “Yes” for “**Make available to students**”.
3. **Force Completion:**
 - If you have enabled “**Force Completion**”, students can enter the attempt once only and it must be completed in one sitting.
 - **DO NOT** select this option, as students would not be able to re-enter the attempt if they have accidentally left the test (e.g. network instability). If you need to give students one more chance, use “Ignore Attempt”. ([Blackboard Help](#))
(https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/View_Grade_Details)
4. **Set Timer:**
 - The “**Timer**” counts only the duration of the test.
 - If students save and exit the test, the timer continues. If Force Completion is not enabled, students can return to work on the test until they submit or the timer auto-submits, whichever comes first.
 - Students who start late would have the same amount of time to take the test and might still submit it after the “Display Until Date and Time” and the “Due Date”.
 - For example, for a test with “Set Timer = 3hrs”, “Auto-Submit” and “Due Date: 17 Dec 23:59:59” configured
 - students can still start the attempt on 17 Dec at 23:45:00, work for 3hrs, and submit the attempt on 18 Dec at 02:45:00 or before.
 - if the student did not submit the attempt at or before 18 Dec at 02:45:00, the auto-submit happens around or after 18 Dec at 02:45:00 when time’s up. ([Blackboard Help](#))
(https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Options#force-completion-timer-and-password_OTP-2).
5. **Date Settings:**
 - Carefully set the “**Display After/Until Date and Time**” and “**Due Date**”. (e.g. especially the “AM/PM”).
 - The questions might not be displayed properly after “**Display Until**” (e.g. images used in a question cannot be displayed to students after the time specified for “Display Until”).
 - Consider choosing “**Do not allow students to start the Test if the due date has passed**”.
6. **Due Date:** Students can still submit their attempts after **Due Date**. The attempt would be marked as “Late”. You have the option to select “**Do not allow students to start the Test if the due date has passed**”. This option will prevent students from beginning the test and re-entering the attempt after the due date has passed.
7. **Total Column:** Uncheck “**Include this Test in Grade Center score calculations**” if you do not want the grade to be included in Total Column in Grade Center.
8. **Hide results for this test completely from the instructor and the Grade Center:** **DO NOT** select this option. This is for student self-assessment. Results and grades CANNOT be retrieved if this option is selected.
9. **Adaptive Release:**
 - If the test is copied from another Blackboard Course using “Course Copy” feature, check both “**Adaptive Release**” and “**Adaptive Release: Advanced**”. The outdated Adaptive Release rules from the source course would be copied to the destination course as well. Remove outdated rules.
10. By default, grades for automatically graded tests are shown to students after their submissions. If you do not want to show grades and/or feedback, **hide Grade Columns** (including the “Total” column) ([Blackboard Help](#)) (https://help.blackboard.com/Learn/Instructor/Grade/Grade_Columns#can-i-control-when-students-see-their-grades-and-feedback_OTP-5). Also/or uncheck all items under Test Options > “**Show test results and feedback to students**” ([Blackboard Help](#)) (https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Options#results-and-feedback-options_OTP-7).
11. Please note that if a test consists of both automatically graded questions (e.g. MC) and manually graded

questions (e.g. Essay), the grade would be shown as “Needs Grading” after the submission, manual grading of the test is required.

Send a reminder to the students before the test

1. Students should take the test with a **stable network and computer**, instead of mobile phone or tablet.
2. Students **should NOT use Blackboard app** to take online tests. Some test features (e.g. display of images, answer auto-save) are NOT available in Blackboard app. While students might be able to use Blackboard App to take some tests, using it to take graded tests are strongly discouraged.
3. Student **should NOT refresh the page / close window / go back to the previous page** while taking the test.
4. If students encounter any issues with online tests, they are advised to **record and report it to the instructor and/or TA immediately**.
5. **(Special Note: The new content editor of v3900.0.0** (<https://help.edtech.cuhk.edu.hk/docs/the-updated-content-editor-in-blackboard-learn-original-experience-original-course-view-2020-nov>) **should resolve the issue**)

A critical bug which can cause loss of part of the student answer has been identified for **essay and short answer questions**. Hidden declarative html codes were added each time students use copy and paste in the content editor when answering an essay question. An answer with less than 300 visible words can be **over the size limit and can't be saved**. Please remind your students the below:

- Do not use copy and paste.
 - If needed, use "Paste and Match Style" instead of "Paste". No extra HTML is added.
 - Manual “save” before time’s up. If the answer can’t be saved, it will prompt the error message "An error has occurred. Please try re-saving your answer". The students can then use the button “Remove formatting” to clean the formatting and save the work again. To learn how to remove formatting. ([Blackboard Help \(https://help.blackboard.com/Learn/Student/Add_and_Format_Content/Work_with_Text#can-i-paste-text-from-microsoft-word_OTP-1\)](https://help.blackboard.com/Learn/Student/Add_and_Format_Content/Work_with_Text#can-i-paste-text-from-microsoft-word_OTP-1))
6. For more tips for taking a test: [Blackboard Help \(https://help.blackboard.com/Learn/Student/Tests_and_Surveys#tips-for-taking-a-test_OTP-3\)](https://help.blackboard.com/Learn/Student/Tests_and_Surveys#tips-for-taking-a-test_OTP-3)

Respondus Lockdown Browser and Monitor

1. Please refer to the below two info pages:
 - [Using Respondus LockDown Browser \(and a Webcam\) for Online Exams \(for CUHK Teachers\)](https://help.edtech.cuhk.edu.hk/docs/respondus-lockdown-browser-and-monitor)
 - [Using Respondus LockDown Browser \(and a Webcam\) for Online Exams \(for CUHK Students\)](https://help.edtech.cuhk.edu.hk/docs/using-respondus-lockdown-browser-and-a-webcam-for-online-exams-for-cuhk-students)
2. Students are advised to join the “Self-Practice” as early as possible before the online test in order to try out Respondus Lockdown Browser and Monitor: <https://elearning.cuhk.edu.hk> > Learning with Technology > Help on Tools > Respondus Lockdown Browser + Webcam (Self-Practice (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf)).

Invigilation with Zoom

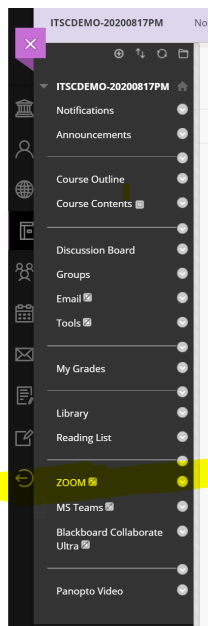
1. Please obtain consent from students if you are going to record the invigilation.
2. The host has to enable “Record gallery view with shared screen” to record gallery view. Remember to save the updated settings. ([Zoom Help Center \(https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording#h_caffbd8-27a3-4683-b3a0-b7f853c9e424\)](https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording#h_caffbd8-27a3-4683-b3a0-b7f853c9e424))
3. Only the first 25 thumbnails would be recorded. If you have more than 25 students in class, you might consider hosting multiple meetings for the invigilation.

Blackboard's ZOOM Integration

Last Modified on 04/09/2020 6:33 pm HKT

Overview

The Zoom integration provides a convenient one-stop access for both teachers, TAs, support staff, and students. It allows teachers, TAs and support staff to schedule, start and manage meetings, and allows students to join Zoom meetings and access cloud recordings directly from Blackboard.

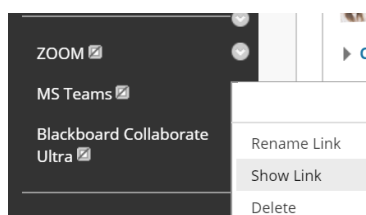


Special Notes:

- If there are multiple teachers, TAs, support staff in the course, they would be assigned as the "alternative hosts" when scheduling the meetings. They can start the meetings as the meeting hosts or join the meeting as co-hosts (even the meetings are not scheduled by them).
- The meeting will still be considered running under the user account who originally schedule the meeting. Zoom does not allow a user to host multiple meetings at the same time. If the host attempts to have concurrent meetings by scheduling two different meetings at the same time and enables [join before host](https://support.zoom.us/hc/en-us/articles/202828525) (<https://support.zoom.us/hc/en-us/articles/202828525>) for both meetings (or has an alternative host start one of the meetings), issues will occur ([Details of the issues](https://support.zoom.us/hc/en-us/articles/206122046) ([https://support.zoom.us/hc/en-us/articles/206122046-Can-I-Host-Concurrent-Meetings-](https://support.zoom.us/hc/en-us/articles/206122046)))
- People who are not enrolled in the Blackboard Course are still able to access the Zoom meeting, if they have got the meeting link, or meeting ID and passcode.

Steps:

1. Make the menu item "ZOOM" using "Show Link",



2. Students will be able to see the link when it looks like this.



3. To schedule a meeting, access Zoom's interface and then click on **Schedule a New Meeting** under **Upcoming Meetings**. The options are similar to how you schedule a new meeting in CUHK ZOOM Portal at <https://cuhk.zoom.us>. After the meeting has been scheduled, you can start / edit / delete the meetings as needed.
 4. Remember to remind students to click on "ZOOM" on the course menu and use the "Join" button of the meeting under "Upcoming Meetings" to join the meeting.
 5. Instructor and TA/Support Staff can access the reports, and view the recordings (which are passcode protected) on the Zoom's interface.
-

Using Respondus LockDown Browser (and a Webcam) for Online Exams (for CUHK Teachers)

Last Modified on 25/08/2020 12:25 pm HKT

Overview

1. Respondus LockDown Browser is a locked browser for students to use to take tests in CUHK Blackboard System. It prevents students from printing, copying, going to another websites, or accessing other applications during a test. It can also prevent students from closing a test before submitting it for grading. If a Blackboard test requires that LockDown Browser be used, students cannot take the test with a standard web browser.
2. Setting up a test/exam that requires students to use Lockdown Browser (and a webcam) on Blackboard is easy:
 - i. Create and **deploy** a test in the Blackboard course.
 - ii. From the **Control Panel**, locate the **Course Tools** section and select the link **Respondus LockDown Browser**.
 - iii. A list of deployed tests will be displayed.
 - Tests labeled with “Required” require students to use LockDown Browser
 - Tests labeled with “Not Required” don’t require LockDown Browser.
 - iv. To change the settings for the test, select **Settings** from the context menu to the left of the test title and select the desired option for **LockDown Browser Settings** and **Monitor Webcam Settings**.
3. If students were required to use the webcam feature with the test, teachers can access information about the test/exam sessions and can review the recorded videos using the following steps:
 - i. From the **Control Panel**, locate the **Course Tools** section and select the link **Respondus LockDown Browser**.
 - ii. A list of deployed tests will be displayed.
 - iii. Select **Class Results** from the context menu to the left of the test title
4. All **teachers** who are interested in requiring students to use Lockdown Browser (and a webcam) to take a online test/exam on Blackboard should:
 - i. Watch the **recorded webinar** (<https://youtu.be/RYptDhu49ng>)
 - ii. Watch the **short demo video** (<https://youtu.be/bF27uqRWjJA>)
 - iii. Read the **Instructor Quick Start Guide** (<https://web.respondus.com/wp-content/uploads/2019/08/RLDB-QSG-Bb-Instructor.pdf>)
 - iv. Read **Understanding Respondus Monitor Proctoring Results** (<https://web.respondus.com/monitor-review/>)
 - v. Make an **announcement** (or add the information to the course syllabus): **sample word document** (<https://web.respondus.com/wp-content/uploads/2019/08/Monitor-Syllabus-Example.docx>)
 - vi. Set up a **practice test/exam** for the students
 - vii. Set up the **real test/exam** for the students
 - viii. Require **students** to
 - Read the **Lockdown Browser Info Page for CUHK Students** (<https://help.edtech.cuhk.edu.hk/docs/using-respondus-lockdown-browser-and-a-webcam-for-online-exams-for-cuhk-students>) and follow the instructions to
 - Install a webcam
 - Install Lockdown Browser
 - Take a **practic test/exam** which requires the use of the Lockdown Browser and a webcam
5. More information:
 - <https://web.respondus.com/rapid-rollout-instructors/>
 - <https://web.respondus.com/he/monitor/resources/>
6. Questions? elarning@cuhk.edu.hk ()

Respondus 4.0

Last Modified on 08/09/2020 12:45 pm HKT

Respondus ([Respondus 4.0 Videos \(https://www.respondus.com/products/respondus/demos.shtml\)](https://www.respondus.com/products/respondus/demos.shtml)) is a Windows based test authoring software, which particularly suits teachers who would like to build relatively huge question pools. With Respondus, you can create online tests using word processing tools that you are familiar with (such as Microsoft word, Notepad) and quickly publish the questions to a number of eLearning systems. You can also retrieve and edit online tests using the software. Respondus files that are saved in your PC can be published to other courses anytime later.

The University has obtained a campus-wide license of the software. The license allows teachers and teaching support staff to download and install the software in their home and office PC for free. Interested parties please contact ITSC eLearning Team at elearning@cuhk.edu.hk () or [ITSC Service Desk \(https://servicedesk.itsc.cuhk.edu.hk/\)](https://servicedesk.itsc.cuhk.edu.hk/) for more information. The eLearning Team can also arrange face-to-face software demo and training sessions for interested teachers and teaching support staff. Don't hesitate to contact the eLearning Team if you are interested.

Blackboard Access - Allow Waitlisted students to access Ug Blackboard courses in 2020/21 Term 1 before and during the Add/Drop Period

Last Modified on 31/08/2020 1:57 pm HKT

Background

1. There are inquiries from F/D/U/P on how to allow students not-yet registered to join ZOOM classes before and during the add/drop period.
2. Current situations
 - The University does not currently have a database of ZOOM meeting join info of all class sections
 - Blackboard is commonly used by teachers to share ZOOM meeting join info with students. They either:
 - Use the **ZOOM integration in Blackboard** (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration>) to create ZOOM meetings for the Blackboard class and allow students to have access to the ZOOM meeting join URLs and the ZOOM meeting cloud recordings via the ZOOM integration in Blackboard.
 - Create ZOOM meetings in **CUHK ZOOM portal** (<https://cuhk.zoom.us/>) and post the ZOOM meeting join URLs to the Blackboard course for students
 - For Blackboard access, by default:
 - UG classes: CUSIS added students of the class sections will have access to the corresponding Blackboard course
 - PG classes: CUSIS added and waitlisted students of the class sections will have access to the will have access to the corresponding Blackboard course. There is a mechanism to remove waitlisted students in CUSIS for PG classes after the add/drop period.

Pilot arrangement for 2020/21 Term 1

- For Blackboard access:
 - Before and during the add/drop period (**Sept 6-25** (<http://www.res.cuhk.edu.hk/en-gb/general-information/university-almanac/university-almanac-2020-21>)):
 - For UG classes, change to **CUSIS added and waitlisted students of the class sections will have access to the corresponding Blackboard course**
 - If teachers/F/D/U/P do not want to allow waitlisted students to access the corresponding Blackboard course(s), they can apply to opt out from the arrangement.
 - After add/drop period:
 - For UG classes, change to **CUSIS added students of the class sections will have access to the corresponding Blackboard courses**. All waitlisted students of the class sections will no longer have access to the corresponding Blackboard courses.
 - Teachers will have to **update the ZOOM meeting passcode (and the meeting join URL will change to a new one)** to stop waitlisted students' access to the ZOOM meetings.

Impact

- Waitlisted students of the UG class sections will have access to the corresponding Blackboard course and the ZOOM meeting info of the classes shared in the Blackboard courses before and during the add/drop period (Sept 6-25).

Additional notes

- If there are students who want to sit in but they can't at least get waitlisted in the class section in CUSIS, he/she will still have to contact the respective teacher/F/D/U/P for the ZOOM meeting info to sit in (i.e. join the ZOOM meetings).

Special Requests

- F/D/U/P should submit complete the **ADWL_Special_Request_Template** (https://www.cuhk.edu.hk/eLearning/support/ADWL_Special_Request_Template.xlsx) and return to elearning@cuhk.edu.hk () if they would like to request for the following before Sept 4 (Fri):
 - Opt out from this pilot arrangement (i.e. not to allow waitlisted students to access their UG Blackboard courses)
 - Allow waitlisted students' access to their UG Blackboard courses earlier (before Sept 6)
-

Blackboard Collaborate with the Ultra Experience (2020-ITSC-BC-BCU)

Last Modified on 16/08/2020 9:17 am HKT

Level:

Beginner – Intermediate

Estimated time for study:

4 hours

About:

This self-paced course is designed to help you learn the introductory skills and knowledge needed to begin facilitating web conferencing sessions using Blackboard Collaborate. The following topics are covered in this course:

- User Interface - functionality, layouts and customization
- Communication - audio, video, and chat
- Classroom Interaction - participant permissions and understanding activity and status indicators
- Content Management: Whiteboard, Application Sharing and Web Tour
- Session Preferences

Course structure:

- **Module 1: An Overview of Collaborate** - This module will introduce you to the Ultra experience.
- **Module 2: Collaborate Ultra Essential Features** - Within this module, you will learn the basics of using the tools within a session.
- **Module 3: Communication** - In module three you will explore the features used for communicating in Collaborate Ultra.
- **Module 4: Content Sharing Tools** - This module will introduce you to the tools for sharing content.
- **Module 5: Advanced Content Tools** - This module will introduce you advanced content tools, i.e. Breakout Groups, Polling, Timer.
- **Course Completion** - This section contains additional resources and advanced help.

Additional reminders:

- Send a request to learning@cuhk.edu.hk if you would like to get a sandbox for practice.
- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at learning@cuhk.edu.hk / ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).

Steps to self-enroll to the course and start learning:

1. Access Blackboard

- Go to <https://blackboard.cuhk.edu.hk>
- Login with:
 - Username: Your CUHK email
 - Password: OnePass password

- For more: [How to login Blackboard?](https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb) (https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb)

2. Self-Enroll

- Visit the course self-enroll URL: https://blackboard.cuhk.edu.hk/webapps/blackboard/execute/enrollCourse?context=INMENU&course_id=_133842_1
- Click "Submit".

Self Enrollment

Instructor:

Description:

Categories:
Education: Higher Education

- Click "OK".

Self Enrollment

Success: [redacted] enrolled in [redacted]. Select **OK** to continue to the course.
Thursday, June 4, 2020 10:05:25 AM HKT

- You have successfully enrolled in the online course.

Blackboard Level Two: Learn Advanced Teaching for Original (2020-ITSC-BL-OLE-AT)

Last Modified on 16/08/2020 9:21 am HKT

Level:

Intermediate - Advanced

Estimated time for study:

6 hours

About:

This course is composed of three modules: Monitoring Student Performance; Building Online Communities; and Designing Engaging Content.

- **Monitoring Student Performance:** In this module, you will gain in-depth knowledge of the tools and features that help monitor and evaluate student performance.
- **Building Online Communities:** We will explore some of the communication and collaboration tools Blackboard Learn has to offer in this module.
- **Designing Engaging Content:** You will learn strategies for effectively designing and organizing content to increase student engagement within your courses in this module.

Course structure:

- Module 1: Monitoring Student Performance
 - Lesson 1.1: Preparing for Success
 - Lesson 1.2: Grade Center Basics
 - Lesson 1.3: Grade Center Advanced
 - Lesson 1.4: Working with Grades
 - Lesson 1.5: Retention Center
 - Lesson 1.6: Troubleshooting Student Performance
- Module 2: Building Online Communities
 - Lesson 2.1: Online Communities Overview
 - Lesson 2.2: Making the Most of Discussions
 - Lesson 2.3: Journals and Blogs
 - Lesson 2.4: Working with Wikis
 - Lesson 2.5: Collaborating with Groups
 - Lesson 2.6: Evaluating Students
- Module 3: Designing Engaging Content
 - Lesson 3.1: Plans and Possibilities
 - Lesson 3.2: Prepare Your Content
 - Lesson 3.3: Create Your Lesson
 - Lesson 3.4: Customize Content Delivery

Additional reminders:

- Send a request to learning@cuhk.edu.hk if you would like to get a sandbox for practice.
- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at learning@cuhk.edu.hk / ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).

Steps to self-enroll to the course and start learning:

1. Access Blackboard

- Go to <https://blackboard.cuhk.edu.hk>
- Login with:
 - Username: Your CUHK email
 - Password: OnePass password
- For more: [How to login Blackboard?](https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb) (https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb)

2. Self-Enroll

- Visit the course self-enroll URL: https://blackboard.cuhk.edu.hk/webapps/blackboard/execute/enrollCourse?context=INMENU&course_id=_133840_1
- Click "Submit".

Self Enrollment

Instructor:

Description:

Categories:
Education: Higher Education

- Click "OK".

Self Enrollment

Success: [redacted] enrolled in [redacted]. Select **OK** to continue to the course.
Thursday, June 4, 2020 10:05:25 AM HKT

← OK

- You have successfully enrolled in the online course.

Blackboard Level One: Learn Teaching Essentials for Original (2020-ITSC-BL-OLE-TE)

Last Modified on 16/08/2020 9:38 am HKT

Level:

Beginner - Intermediate

Estimated time for study:

6 hours

About:

This course is composed of three modules: Building Courses, Enhancing Communication, and Assessing Learners.

- In **Building Courses** learn the principles and processes involved in building a course from the ground up.
- Then in **Enhancing Communication** learn to effectively use communication tools to increase student engagement within your course.
- **Assessing Learners** introduces you to the features and functions of the tools used to deliver assignments and assess students.
- Finally, **Evaluating Your Course** provides a mechanism for reviewing your course.

Course structure:

- Module 1: Building Courses
 - Lesson 1.1: Planning Your Course
 - Lesson 1.2: Course Building Basics
 - Lesson 1.3: Using Course Files
 - Lesson 1.4: Presenting Your Content
- Module 2: Assessing Learners
 - Lesson 2.1: Creating Assignments
 - Lesson 2.2: Grading Assignments
 - Lesson 2.3: Creating Tests
 - Lesson 2.4: Grading Tests
 - Lesson 2.5: Advanced Functionality
- Module 3: Enhancing Communication
 - Lesson 3.1: Communication Overview
 - Lesson 3.2: Creating Discussions
 - Lesson 3.3: Working with Discussions
 - Lesson 3.4: Encouraging Collaboration
 - Lesson 3.5: Basic Collaborate
- Module 4: Evaluating Your Course
 - Lesson 4.1: Evaluating Your Course

Additional reminders:

- Send a request to learning@cuhk.edu.hk if you would like to get a sandbox for practice.
- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at learning@cuhk.edu.hk / ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).

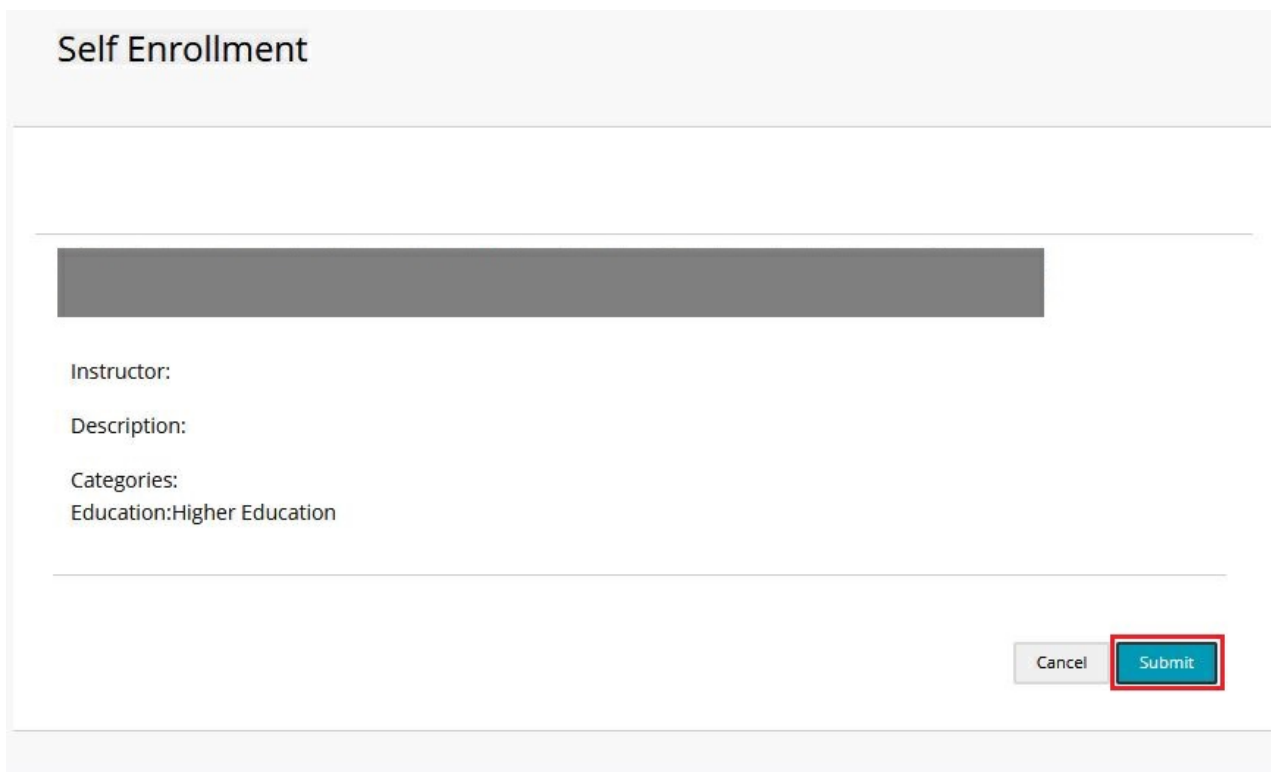
Steps to self-enroll to the course and start learning:

1. Access Blackboard

- Go to <https://blackboard.cuhk.edu.hk>
- Login with:
 - Username: Your CUHK email
 - Password: OnePass password
- For more: [How to login Blackboard?](https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb) (https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb)

2. Self-Enroll

- Visit the course self-enroll URL: https://blackboard.cuhk.edu.hk/webapps/blackboard/execute/enrollCourse?context=INMENU&course_id=_133839_1
- Click "Submit".



Self Enrollment

Instructor:

Description:

Categories:
Education:Higher Education

Cancel Submit

- Click "OK".

Self Enrollment

Success: [redacted] enrolled in [redacted]. Select **OK** to continue to the course.
Thursday, June 4, 2020 10:05:25 AM HKT

← OK

- You have successfully enrolled in the online course.

Blackboard Level One: Learn Teaching Essentials for Ultra (2020-ITSC-BL-ULE-TE)

Last Modified on 16/08/2020 9:42 am HKT

Level:

Beginner - Intermediate

Estimated time for study:

5 hours

About:

This facilitated online course is designed for faculty, teachers, course builders, and trainers who will be building courses. It is designed to get you comfortable navigating the Learn site and started building content, creating assessments, and working with discussions in the Blackboard Learn Ultra course view. In addition to the About This Course section, there are five modules in this course that contain lessons.

1. Getting Started with Ultra
2. Building Courses
3. Assessing Learners
4. Enhancing Communication
5. Evaluating Your Course

Course structure:

- Module 1: Getting Started with Ultra
 - Lesson 1.1: Introduction to the Ultra Experience
 - Lesson 1.2: Site Navigation in the Ultra Experience
 - Lesson 1.3: Optional Converting Original Course to the Ultra Course View
- Module 2: Building Courses
 - Lesson 2.1: Planning Your Course
 - Lesson 2.2: Navigating an Ultra Course
 - Lesson 2.3: Course Building Basics
 - Lesson 2.4: Presenting Content
- Module 3: Assessing Learners
 - Lesson 3.1: Gradable Items
 - Lesson 3.2: Assignments
 - Lesson 3.3: Assessments
- Module 4: Enhancing Communication
 - Lesson 4.1: Communication Overview
 - Lesson 4.2: Discussions
 - Lesson 4.3: Collaboration in Groups

- Module 5: Evaluating Your Course
 - Lesson 5.1: Evaluating Your Course

Additional reminders:

- Send a request to elearning@cuhk.edu.hk () if you would like to get a sandbox for practice.
- Some features mentioned in this online course are different from / unavailable in CUHK Blackboard environment. If you have questions, please contact us at elearning@cuhk.edu.hk ()/ ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).

Start learning:

Please contact us (elearning@cuhk.edu.hk ()) if you would like to join the course.

Course Content Access Control - Adaptive Release

Last Modified on 12/11/2020 3:30 pm HKT

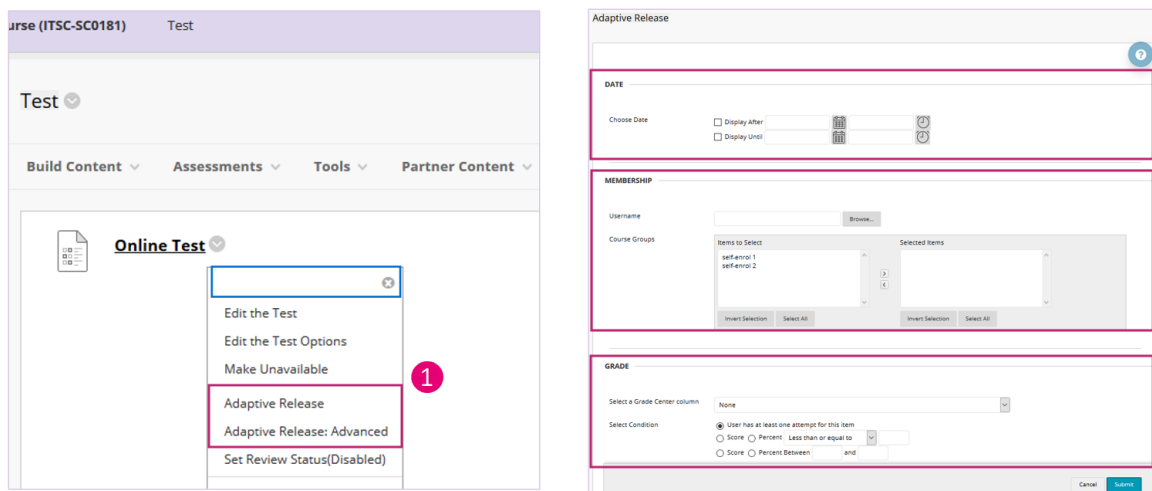
Overview

- Applicable to all course content items
- You can use adaptive release to show the appropriate content, to select individuals, at the appropriate time
- You can add four types of criteria when you create rules:
 - Date
 - Membership
 - Grade
 - Review Status
- For detailed information: Blackboard Help: [Release Content](https://help.blackboard.com/Learn/Instructor/Course_Content/Release_Content)
(https://help.blackboard.com/Learn/Instructor/Course_Content/Release_Content)

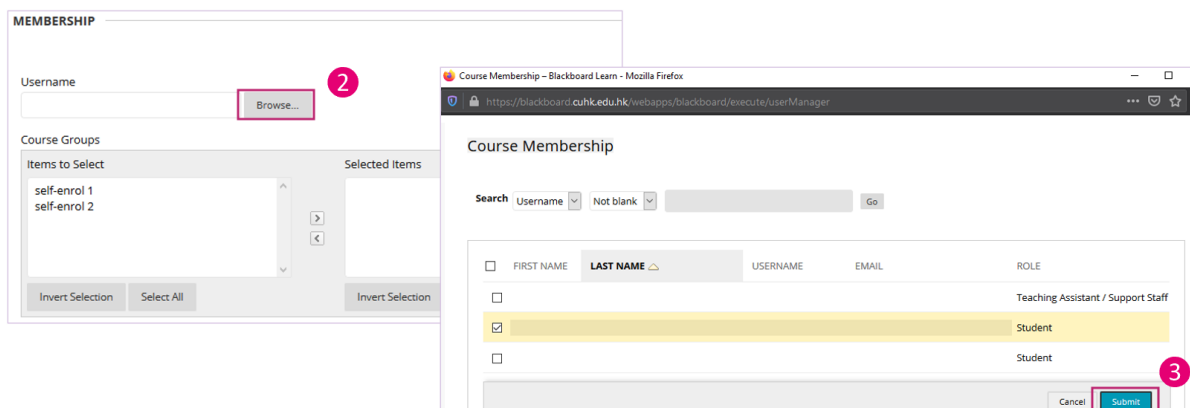
Steps:

Note: if needed, please consider making the item unavailable ([Blackboard Help](https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Edit_and_Manage_Content#control-availability-of-content_OTP-3) (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Edit_and_Manage_Content#control-availability-of-content_OTP-3)) before you apply adaptive release to it.

1. Access an item's menu and select "Adaptive Release". You can add one or more than one criterion.



2. If you want to restrict the item to a / a group of user(s), click "Browse" under MEMBERSHIP section. You will see a pop-up window.
3. Click the checkbox(es) to select the user(s). Then click "Submit".



4. Click "Submit" on the Adaptive Release page to confirm the change(s).

Adaptive Release

DATE

Choose Date Display After

Display Until

MEMBERSHIP

Username

Course Groups

Items to Select

Selected Items

- If you have made the item unavailable before you applied adaptive release, please update the setting ([Blackboard Help](https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Edit_and_Manage_Content#control-availability-of-content_OTP-3) (https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Edit_and_Manage_Content#control-availability-of-content_OTP-3)) so that students who meet the criteria can access it.
- You can check the visibility of the item using "[User Progress](https://help.edtech.cuhk.edu.hk/docs/using-user-progress-visibility-to-check-if-a-course-content-test-is-visible-to-individual-students) (<https://help.edtech.cuhk.edu.hk/docs/using-user-progress-visibility-to-check-if-a-course-content-test-is-visible-to-individual-students>)".

Test Access Control - Test Availability Exceptions

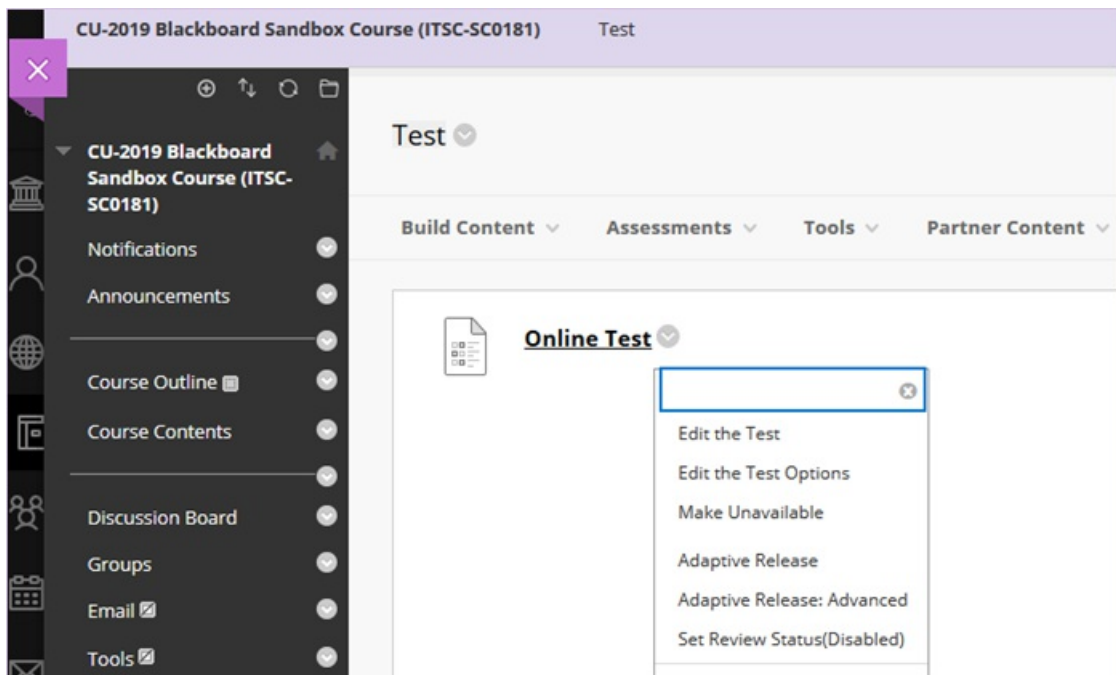
Last Modified on 16/08/2020 6:20 pm HKT

Overview

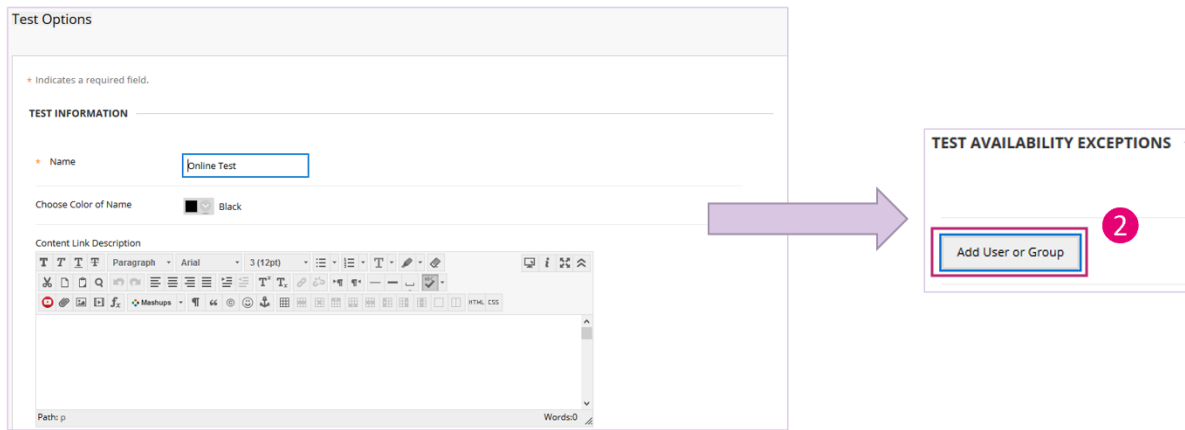
- Applicable to Test (and Survey) only
- For existing test availability settings, you can make exceptions for individual students or groups
- If the settings exist for a test or survey, you can create these exceptions:
 - Number of attempts
 - Timer
 - Availability: Date and time the test is available to the student or group
 - Force completion
 - Restrict location
- For details: Blackboard Help: [Test availability exceptions](https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Options)
(https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Test_and_Survey_Options)

Steps:

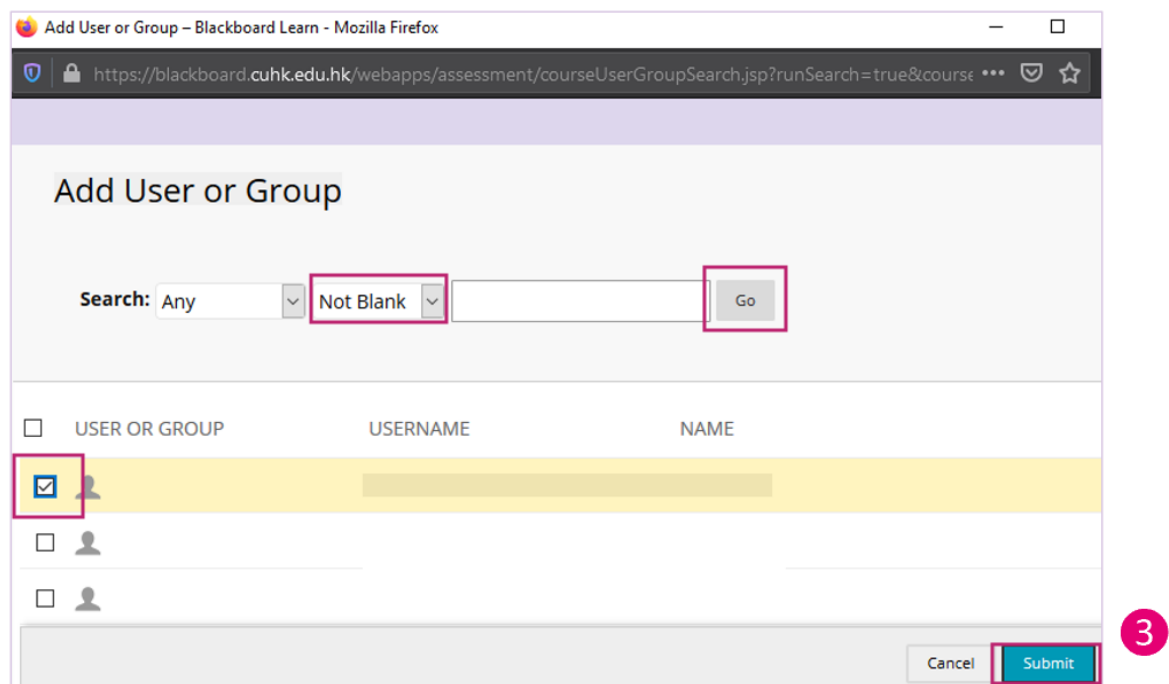
1. Access a Test's menu and select "Edit the Test Options".



2. On the Test Options page, scroll down and click "Add User or Group" under Test Availability Exceptions. You will then see a pop-up window.

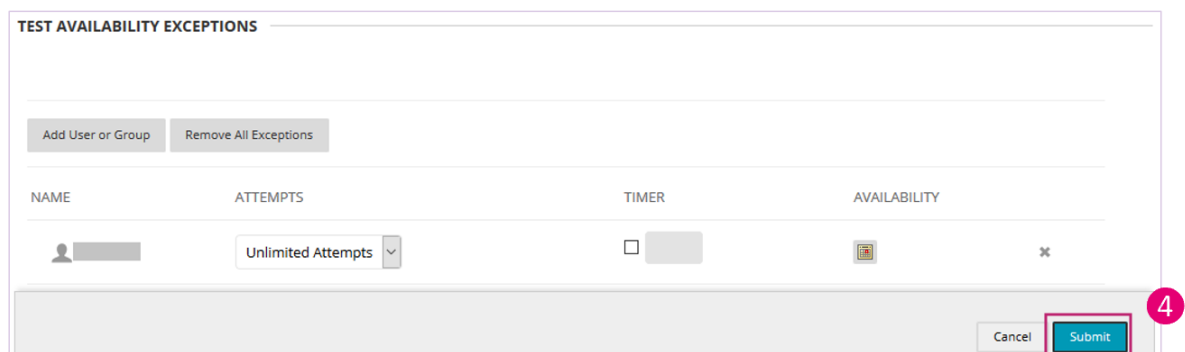


3. In the pop-up window, select “Not blank” then click “Go”. Select the user(s) then click “Submit”.



4. Set the test availability exception for the student(s). Click “Submit”.

Note: Please check if the exceptions would contradict with the existing settings (e.g. Availability in Test Exceptions VS “Due Date - Do not allow students to start the Test if the due date has passed”)





Using "User Progress > Visibility" to check if a course content / test is visible to individual students

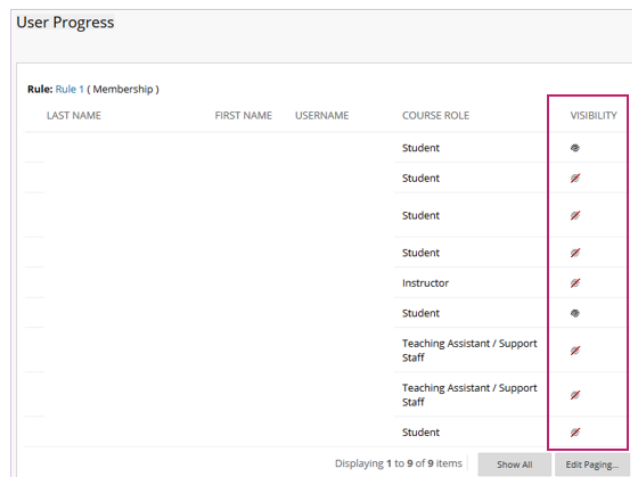
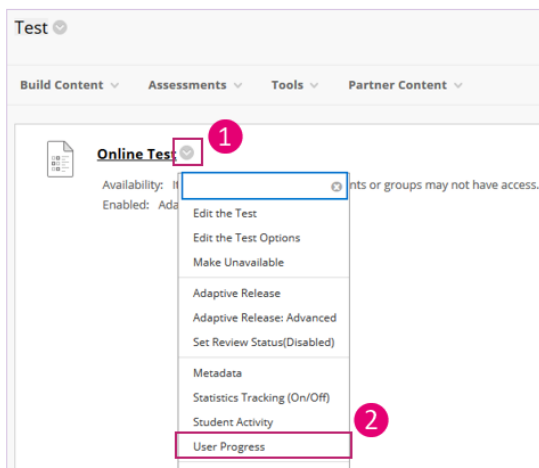
Last Modified on 12/11/2020 2:53 pm HKT

Overview










- Applicable to all course menu items, course content items, assignments and tests
- Particular useful for checking adaptive release and test availability exceptions configurations.

Steps:

1. Access an item's menu.
2. Select "User Progress". Then check "Visibility".
 - An open eye  indicates that the item is visible to the students.
 - A closed eye  indicates that the item is not visible to the students.



The screenshot shows the 'User Progress' configuration page. It features a table with columns for 'LAST NAME', 'FIRST NAME', 'USERNAME', 'COURSE ROLE', and 'VISIBILITY'. The 'VISIBILITY' column contains icons representing the visibility status for each role. A red box highlights the 'VISIBILITY' column.

LAST NAME	FIRST NAME	USERNAME	COURSE ROLE	VISIBILITY
			Student	
			Student	
			Student	
			Student	
			Instructor	
			Student	
			Teaching Assistant / Support Staff	
			Teaching Assistant / Support Staff	
			Student	

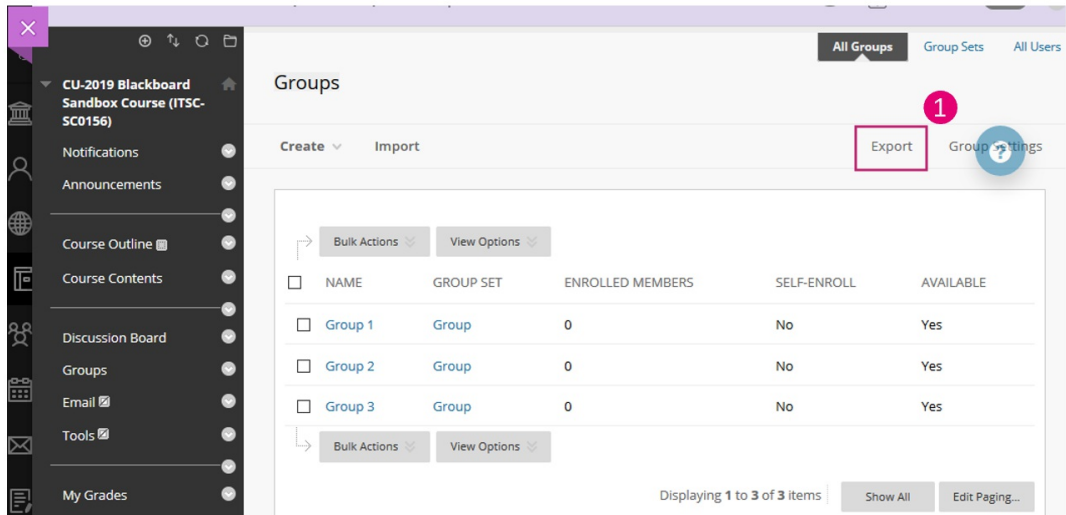
Using "CUHK User Management" tool to manually manage users in your original course

Create "manual enroll" groups using "group set"

Import group members using a csv file

Last Modified on 16/08/2020 6:18 pm HKT

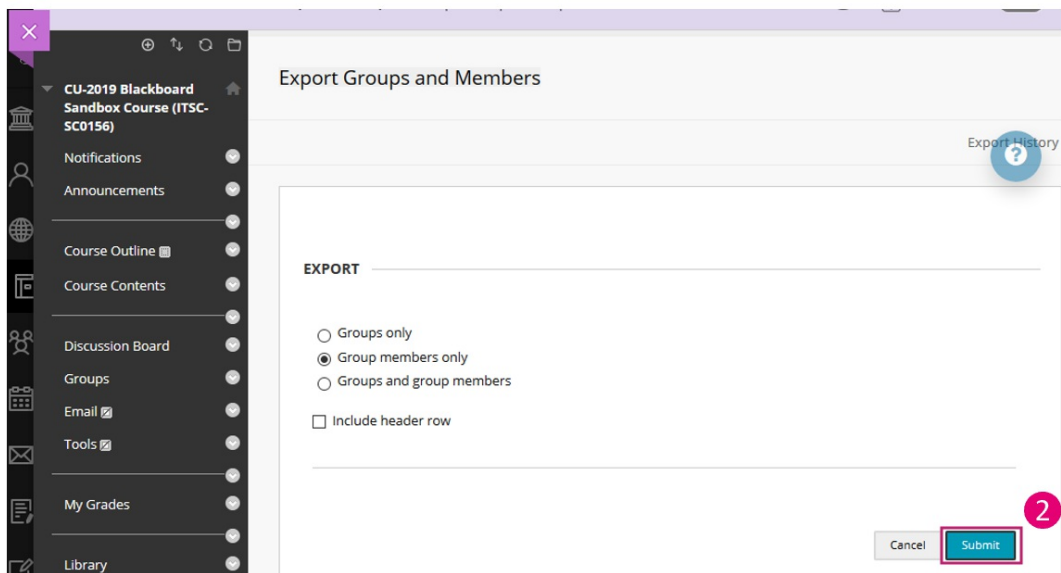
1. You need to have the "Group Codes" of the groups before you can import members into the groups. Get the group codes using one of the following methods
 - o Export Groups
 - i. Export groups to generate group codes, which are useful for importing group members. Click on "Export".



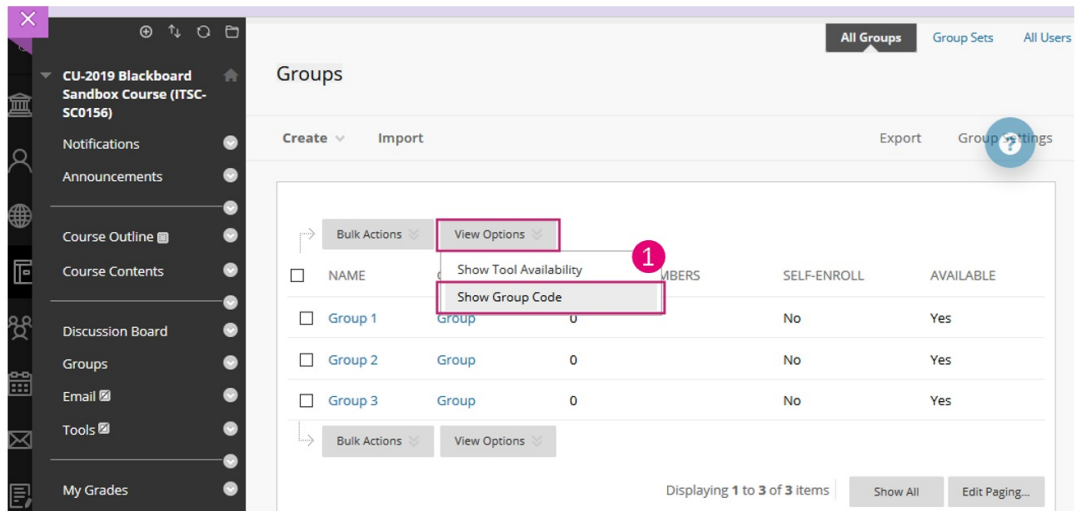
- ii. Click "Submit".

Blackboard Help: Import and Export Groups

(https://help.blackboard.com/Learn/Instructor/Interact/Course_Groups/Import_and_Export_Groups)



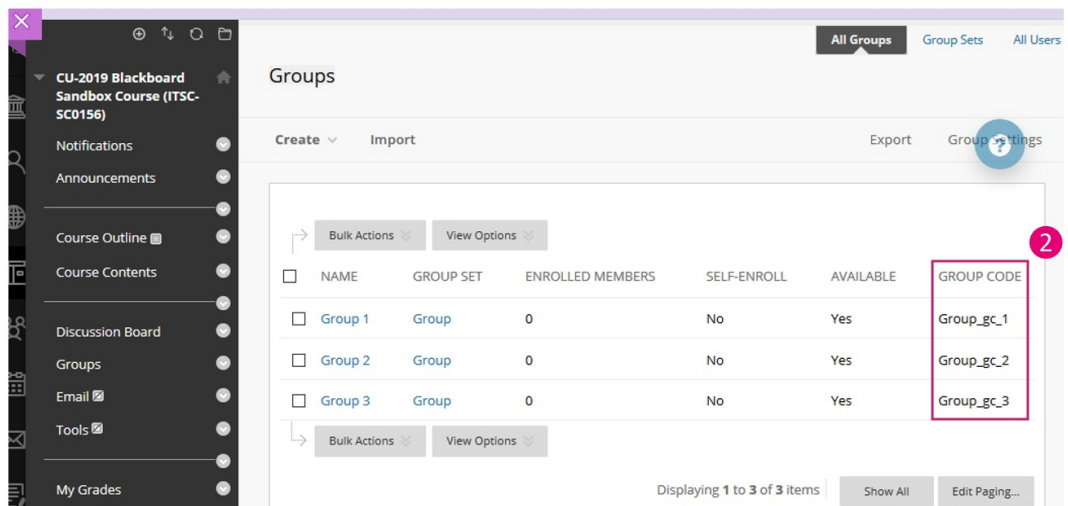
- o View Group Codes
 - i. Rollover "View Options" and select "Show Group Code".



ii. Get the Group Codes.

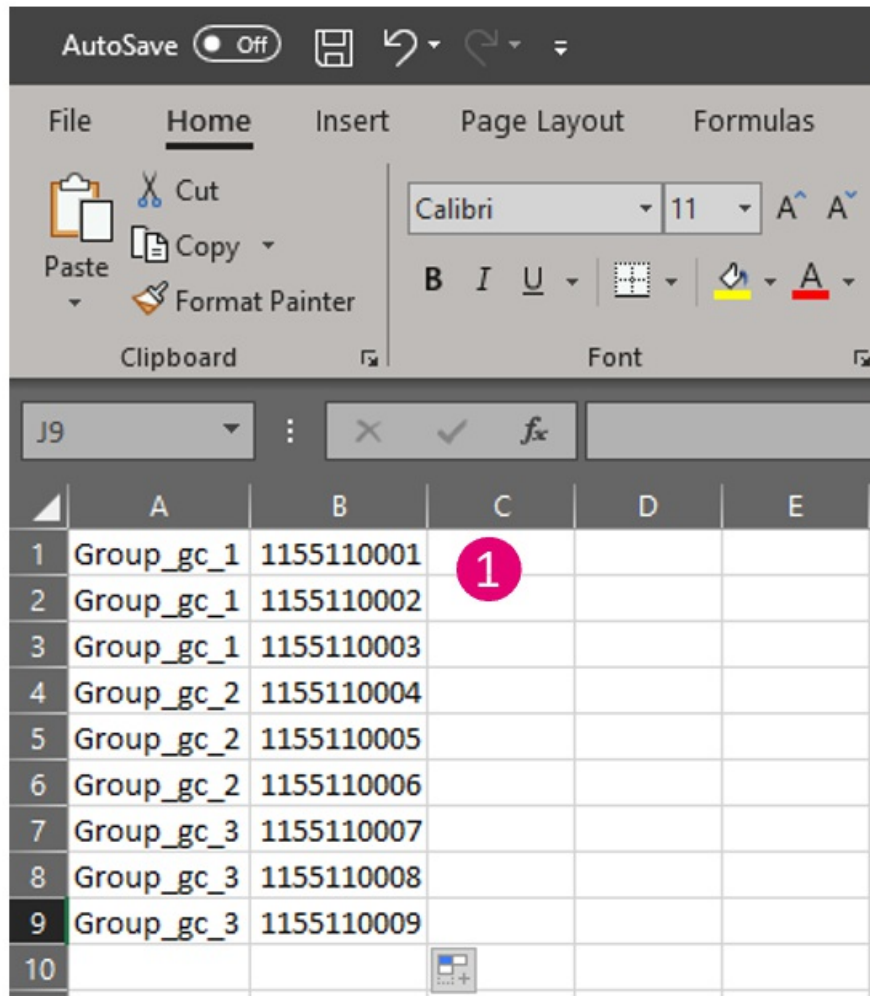
Blackboard Help: Import and Export Groups

(https://help.blackboard.com/Learn/Instructor/Interact/Course_Groups/Import_and_Export_Groups)

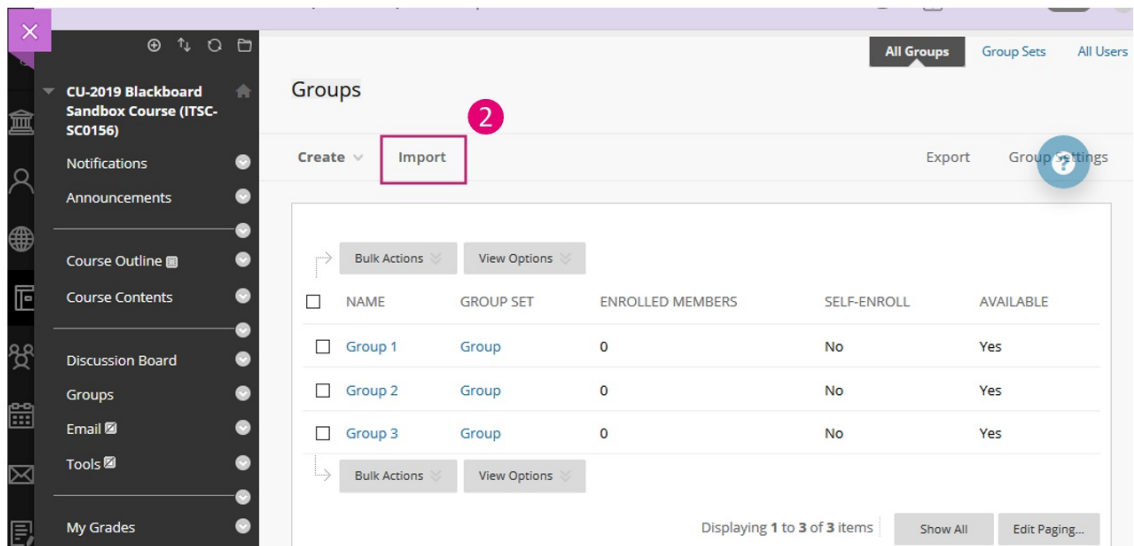


2. Follow the following steps to import group members

i. Open an Excel. Fill in the Group Codes and Student IDs as follows. Save it as CSV (Comma delimited).



ii. Click "Import".



iii. Under Import Group Members, click "Browser My Computer" to select the CSV file. Click on "Submit".

Blackboard Help: Import and Export Groups

(https://help.blackboard.com/Learn/Instructor/Interact/Course_Groups/Import_and_Export_Groups)

Import Groups
 Import a CSV (comma-separated value) file that contains a list of users that also identifies their group memberships. [More Help](#)

Import History

IMPORT GROUP MEMBERS

Click [Browse](#) to select an import file (CSV) containing group memberships. Uploading large files may take a long time.

Attach File **3**

IMPORT GROUPS

Click [Browse](#) to select an import file (CSV) containing a list of groups. Uploading large files may take a long time.

Click [Submit](#) to proceed.

iv. Refresh “Groups” page, and you can see the number of enrolled members is updated.

Groups All Groups Group Sets All Users

Create Export Group Settings

Bulk Actions

<input type="checkbox"/>	NAME	GROUP SET	ENROLLED MEMBERS 4	SELF-ENROLL	AVAILABLE
<input type="checkbox"/>	Group 1	Group	3	No	Yes
<input type="checkbox"/>	Group 2	Group	3	No	Yes
<input type="checkbox"/>	Group 3	Group	3	No	Yes

Bulk Actions

Displaying 1 to 3 of 3 items

Blackboard Course View: Ultra vs Original

Last Modified on 18/08/2020 1:30 pm HKT

If you are interested in Ultra Course View, please contact us (elearning@cuhk.edu.hk) to request a sandbox (testing course) to try out the features.

Original Course View suitable for:

- Large class
- Using course template
- Combine course
- Using tools like: Blog, Wiki, Grade tests by questions, custom grade columns, etc.

Ultra Course View suitable for:

- Small class (below 25 students)
- Simple course structure / content
 - Modern layout
 - At most two levels of folders
 - Simple test question types

Major features comparison list.  (<https://dyzz9obi78pm5.cloudfront.net/app/image/id/5f3b6546ad121c543c327c93/n/originalvsultra.pdf>)

Panopto Instructor Guide

Last Modified on 07/09/2020 4:22 pm HKT

Overview

- Panopto is a service which you can use to share video files to your students for teaching and learning purposes.



2020/21 New Features

- New Panopto Cloud for Students' Video Assignment Collection
 - **Create Video Assignment Folder on Panopto Cloud** (<https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud>)
 - **Submit Video Assignment (Panopto Cloud)** (<https://help.edtech.cuhk.edu.hk/docs/submit-video-assignment-panopto-cloud>)

2020/21 Webinar

- Panopto and Camtasia for Teachers (2020 Aug)
 - English: <https://help.edtech.cuhk.edu.hk/docs/panopto-and-camtasia-for-teachers-2020-aug>

2019/20 Quickstart

1. Enabling Panopto in your Blackboard Course
 - If you don't see the link "Panopto Video" in your Blackboard course. Contact the support team by email at elearning@cuhk.edu.hk ().
2. Upload existing videos and sharing them with students using Panopto service
 - If you have existing videos, you may upload them to Panopto and share them with your class through Blackboard.
 1. Access Panopto via your **Blackboard** (<https://blackboard.cuhk.edu.hk/>) Course.

2. Upload existing content to Panopto ([Documentation](https://support.panopto.com/s/article/Batch-Upload-Video-Files) | [Videos](https://panopto.cuhk.edu.hk/Panopto/Pages/Sessions/List.aspx#folderID=%224cdb49fa-bf39-4ff0-837a-6fa5c1b009ff%22))
3. Record your session using Panopto recorder software on your own computers
 - You may also install Panopto recorder software on your own computers and record your video anytime anywhere. After recording, you can upload the video directly to a specific Panopto folder and the respective Blackboard course users can view the video right away.
 1. **Access Panopto via your Blackboard Course.** This is necessary for you to get the “Creator Access” of the video folder (before you can use the recorder software).
 2. Click “Open in Panopto”.
 3. On the new window, download Panopto recorder software Installer ([Windows](https://support.panopto.com/s/article/Install-Panopto-for-Windows) | [Mac](https://support.panopto.com/s/article/Recording-with-Panopto-for-Mac))
 4. Record session ([Documentation](https://support.panopto.com/s/article/Record-a-Video) | [Videos](https://panopto.cuhk.edu.hk/Panopto/Pages/Sessions/List.aspx#folderID=%224cdb49fa-bf39-4ff0-837a-6fa5c1b009ff%22))
4. Notes:
 1. Please make sure Audio Stream is selected. Recording without audio will not be usable.
 2. Remember to connect the computer to the **Internet** before starting the recording. The video will be uploaded while you talk.

Notes on Panopto User Role Definitions

- **Creator**
 - Users with **Creator** role in a video folder on Panopto can upload videos and create videos into the video folder for sharing with other users.
 - Instructors and TA/Support Staff in a Blackboard course (with Panopto enabled) have been assigned **Creator** role by default to manage the corresponding video folder on Panopto.
- **Viewer**
 - Users who can only view videos in a video folder on Panopto.
 - Students in a Blackboard course have been assigned **Viewer** role by default to allow them to view videos in the corresponding video folder on Panopto.

To learn more, please see [User Permission \(6. User Type Breakdown\)](https://support.panopto.com/s/article/user-permissions-0).

Additional Notes

1. Time is needed to process the files after video upload. You can wait for the email notification from the system.
 1. Setting a Blackboard Courses “**unavailable to students**” has **no effect** on the accessibility of the videos shared in the corresponding **video folders** on Panopto. Remember to update the “**Availability**” or “**Who has access:**” settings of the corresponding video folders on Panopto as well.
 2. Special notes on re-using your Blackboard course and shared videos on Panopto. Details: [Batch Copy and Move](https://support.panopto.com/s/article/Batch-Copy-and-Move-Videos).

Additional Resources

1. [Panopto Support Website](https://support.panopto.com/s/) - best place to search for specific functions
2. [Panopto Support Page](https://www.edtech.cuhk.edu.hk/video/cms-panopto) (by ITSC EdTech)
 - [FAQs](https://cuhk.service-now.com/sp?id=kb_category&kb_category=da9aa3420fe77200eb3dc19ce1050e74&spa=1)
 - [On-demand Recording @ Classrooms](https://www.cuhk.edu.hk/eLearning/c_systems/panopto/Panopto_Classroom_Record.pdf)

- **Scheduled Recording @ Selected Lecture Theatres** (https://cuhk-edtech.padlet.org/web/edtech_video_scheduled_recording)
- **"Getting Started with Panopto" Videos** (<https://panopto.cuhk.edu.hk/Panopto/Pages/Sessions/List.aspx?folderID=4cdb49fa-bf39-4ff0-837a-6fa5c1b009ff>)
- **On Demand Recording**
 - **Panopto Recorder Download** (http://www.cuhk.edu.hk/eLearning/c_systems/panopto/Panopto-DownloadRecorder-Blackboard.pdf)
 - **Panopto Recorder Software: Windows** (<https://support.panopto.com/s/article/Install-Panopto-for-Windows>) | **Mac** (<https://support.panopto.com/s/article/Recording-with-Panopto-for-Mac>)
- 3. **Creator Training PPT** (http://www.cuhk.edu.hk/eLearning/c_systems/panopto/PanoptoCreatorTrainingPPT2017.pdf)
- 4. **ITSC Online Service Desk** (<https://servicedesk.itsc.cuhk.edu.hk/>)
 - **eLearning Assistant** (http://www.cuhk.edu.hk/eLearning/c_services/scs/assistant.html)
 - **eLearning Clinic** (http://www.cuhk.edu.hk/eLearning/c_services/scs/clinic.html)

Further Questions?

- **Email:** elearning@cuhk.edu.hk ()
-

Create Video Assignment Folder on Panopto Cloud

Last Modified on 04/09/2020 5:28 pm HKT

Overview

- A new Panopto System (cuhk.ap.panopto.com) has been set up on AWS Singapore region to support the collection of student video assignments.
- This article covers the steps on how to create the video assignment folder, some remarks, and the best practices.

Step-by-Step instructions

1. Add Panopto Cloud Video Assignment link in Blackboard course content area
 1. You can access a content area in your Blackboard Course. Access “Tools” > “More Tools” > “Panopto Cloud Course Tool”.
 2. You are advised to update the link name to indicate this link is for video assignment submission. Go through the options and click “Submit”.

Create Link: Panopto Cloud Course Tool

* Indicates a required field.

LINK INFORMATION

* Link Name Panopto Cloud - Video Assignment Submission

Color of Name Black

Link Tool: Panopto Cloud Course Tool

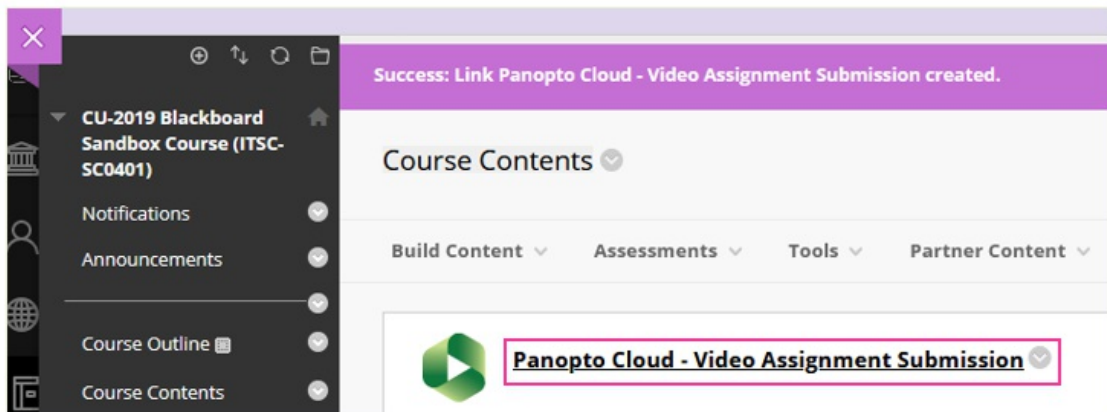
Text

Path: p Words:0

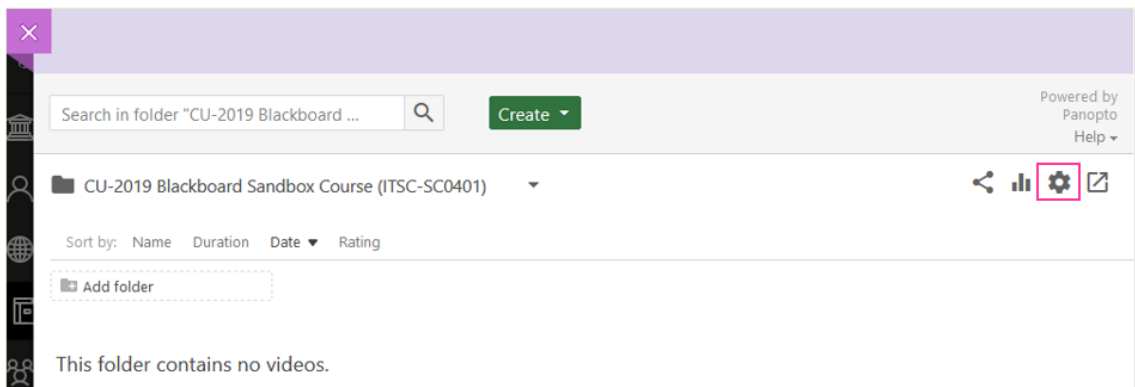
Click Submit to proceed.

Cancel Submit

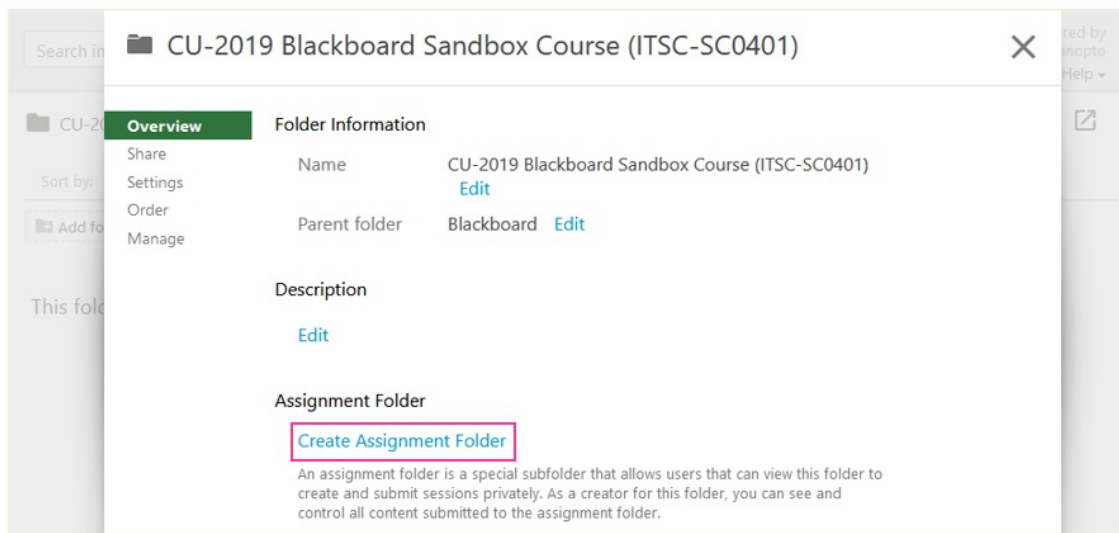
3. Click the link that you have just created.



2. Create assignment folder in Panopto Cloud
 1. Click on “Folder Settings”.



2. Click on "Create Assignment Folder".

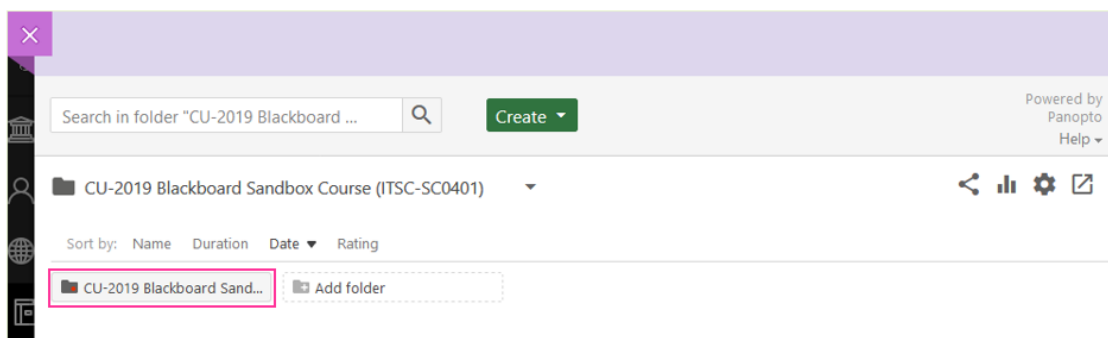


3. The assignment folder is created. Close this page.

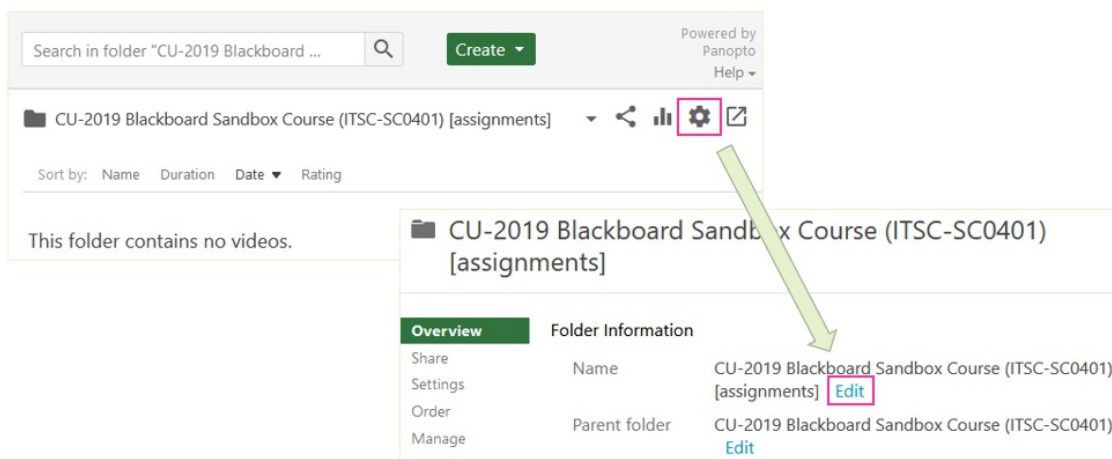


3. Rename the assignment folder name

1. Click on the assignment folder.



2. You can edit the name of the assignment folder.



Remarks

- Creator can only create one assignment folder inside a folder.
- By default, students can only see their own videos in the assignment folder after the submission.
- No batch video files download.

Best Practices

1. Create a trial Panopto Assignment folder for students to have a trial before the assignment submission.
2. Divide students into groups for different submission deadlines to avoid uploading videos at the same time.
3. If possible, reduce video size of the assignment. Shorten the video length for one file.
4. Provide instructions for students to upload videos in correct format.
 - Panopto Support: [Learn About Supported Media File Types for Uploading](https://support.panopto.com/s/article/Supported-File-Types) (<https://support.panopto.com/s/article/Supported-File-Types>)
5. Remind students to check if the video can be successfully processed the next day.
6. Prepare contingency plan in case there are any issues regarding video assignment submission in Panopto Cloud. E.g. Students can upload their videos to cloud (e.g. OneDrive) and share the video link with you:
 - [OneDrive for Business](https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/onedrive-for-business/) (<https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/onedrive-for-business/>)
 - Note: CUHK staff and students are separated groups under "The Chinese University of Hong Kong"
 - Students have to share their videos as "Anyone with the link" with staff, or
 - Staff can apply for a project account in "student cloud" to access the video

Blackboard's ZOOM Panopto Cloud Integration

Last Modified on 05/09/2020 7:50 pm HKT

Overview

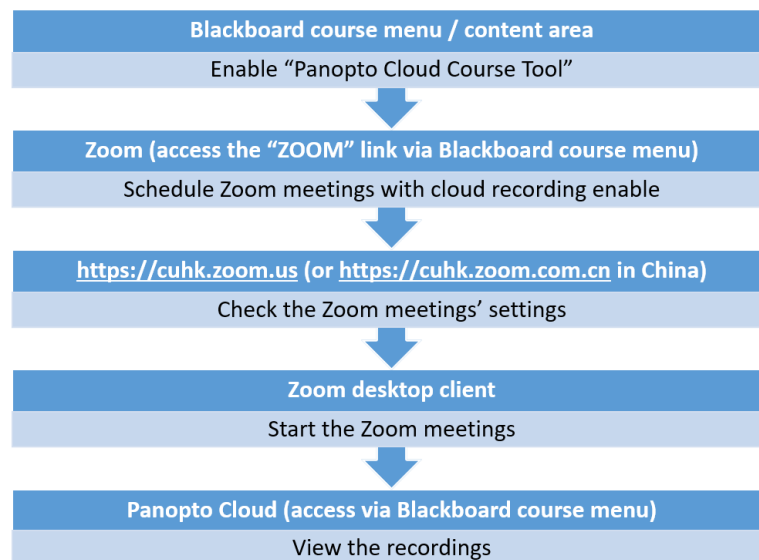
- By default, videos uploaded to Panopto course folders are **restricted** (<https://support.panopto.com/s/article/Share-a-Video>) to the respective class lists.
 - If teachers / TA / Support Staff share videos (e.g. lecture recordings, micro-module videos, revision videos) to their Panopto course folders for their students to review, **detailed view statistics** (<https://support.panopto.com/s/article/Statistics-at-Site-Folder-Session-level>) are available.
- A lot of teachers / TA / Support Staff use ZOOM **recording** (<https://support.zoom.us/hc/en-us/sections/200208179-Recording>) function to record online lessons.
 - ZOOM cloud recordings can be easily shared with students using ZOOM **cloud recording share** (<https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings>) function.
 - By default, only the host can download the recording.
 - ZOOM cloud recording analytics is limited to the counts of view/download only.
- Therefore, some teachers / TA / Support Staff prefer to upload their recording of their online lectures (e.g. recordings of Zoom meetings) to their Panopto course folders for their students to review
 - In the past, the only way to upload cloud recordings of Zoom meetings to Panopto is to download them from Zoom, then access the Panopto course folder and upload them.
- Now, you can schedule a Zoom meeting in Blackboard with cloud recording enable, then the recording will be uploaded to Panopto cloud automatically. Please follow the steps listed in this article.

Important!

- This "automatic upload of ZOOM cloud recording to Panopto Cloud service" feature is only supported by the pilot Panopto cloud service running on AWS Singapore region (cuhk.ap.panopto.com).
- The pilot Panopto cloud is primarily set up to support students' video assignment submission.
- It may be more difficult for students in ML China to access this pilot Panopto cloud service (cuhk.ap.panopto.com) than our CUHK Panopto service (panopto.cuhk.edu.hk hosted in MS Azure HK region).
 - If needed, please suggest the students to try the **Pilot CUHK VPN Add-On Service for Online Teaching and Learning Activities** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>).

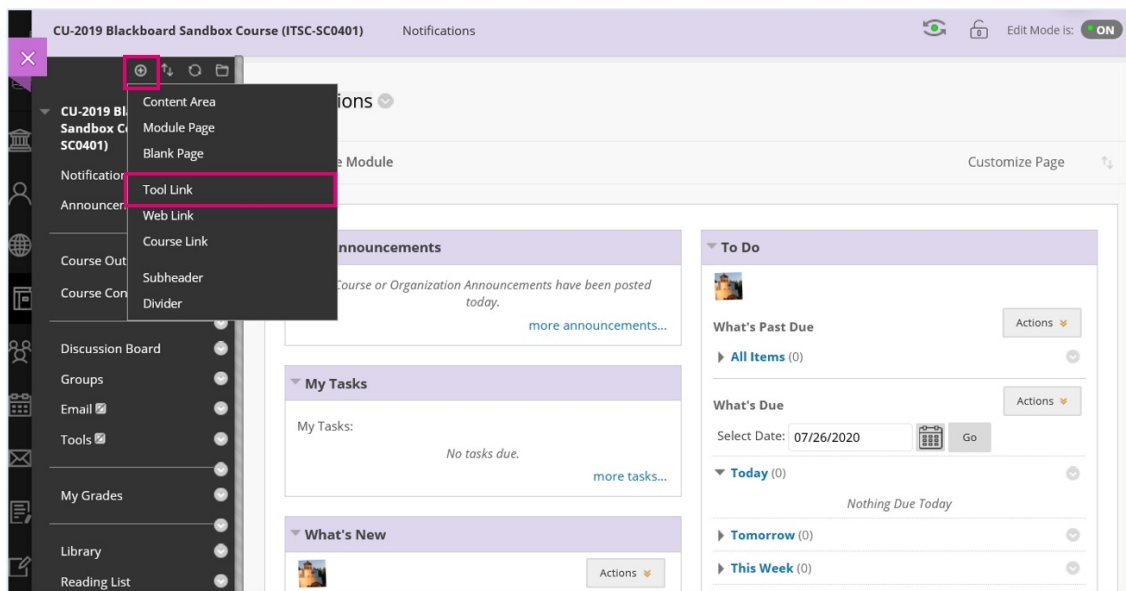
Steps

1. Workflow

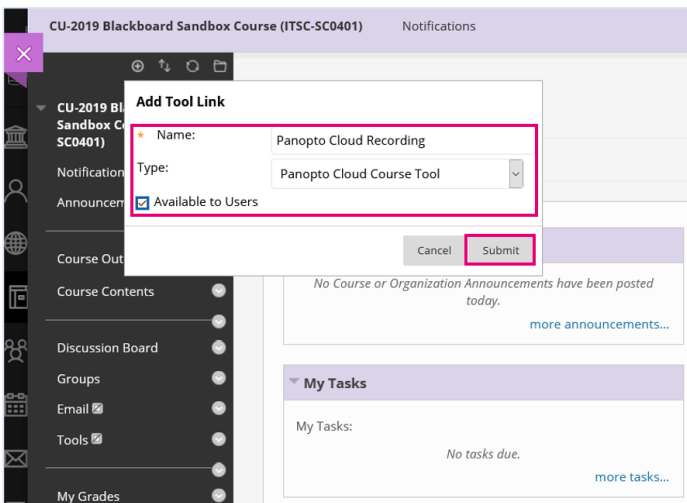


2. Enable “Panopto Cloud Course Tool” in Blackboard course menu

1. Select the Add Menu Item icon. Select “Tool Link”.



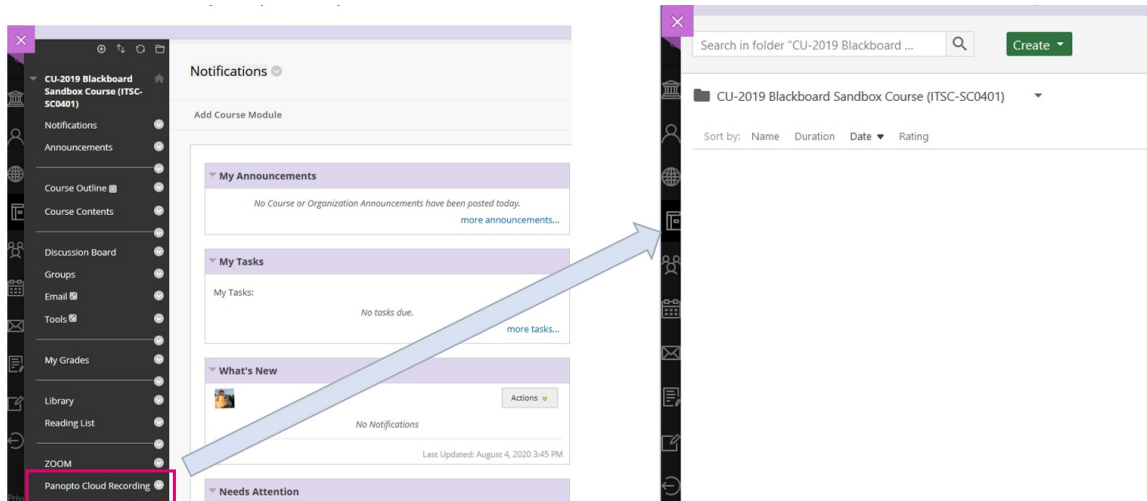
2. Enter a name for the link. For the Type, select “Panopto Cloud Course Tool”. Check the box “Available to Users”. Click “Submit”.



Or, you can choose to create a Panopto Cloud link in a content area (“Tools” > “More Tools” > “Panopto Cloud Course Tool”)

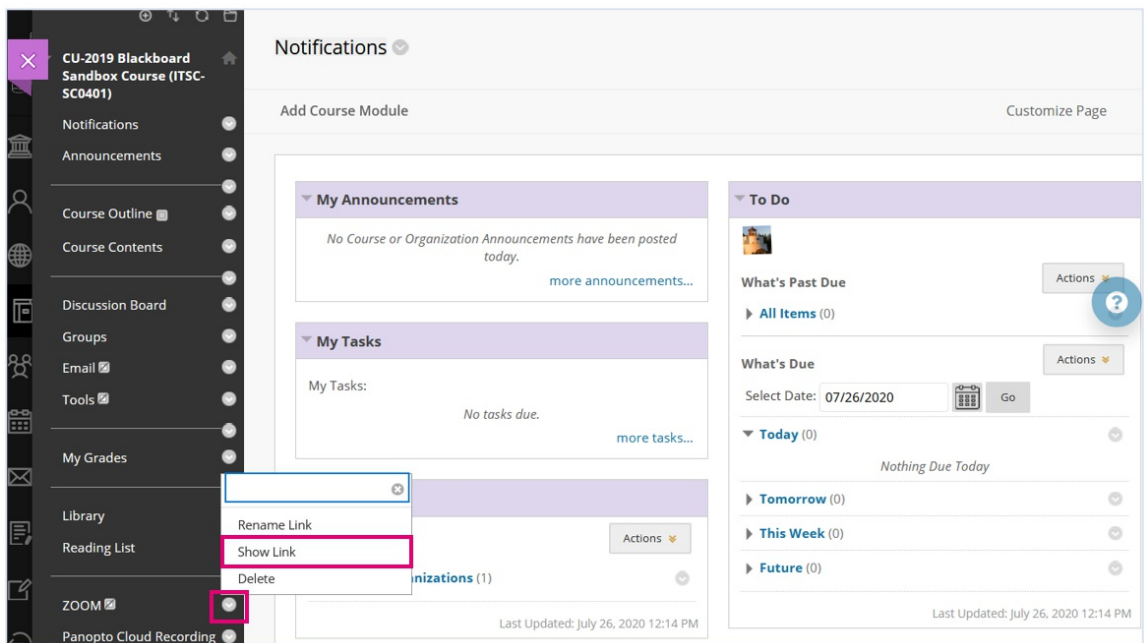
3. Click the “Panopto Cloud Course Tool” link that you have just created and check if you can access

Panopto (Cloud).



3. Schedule Zoom meetings

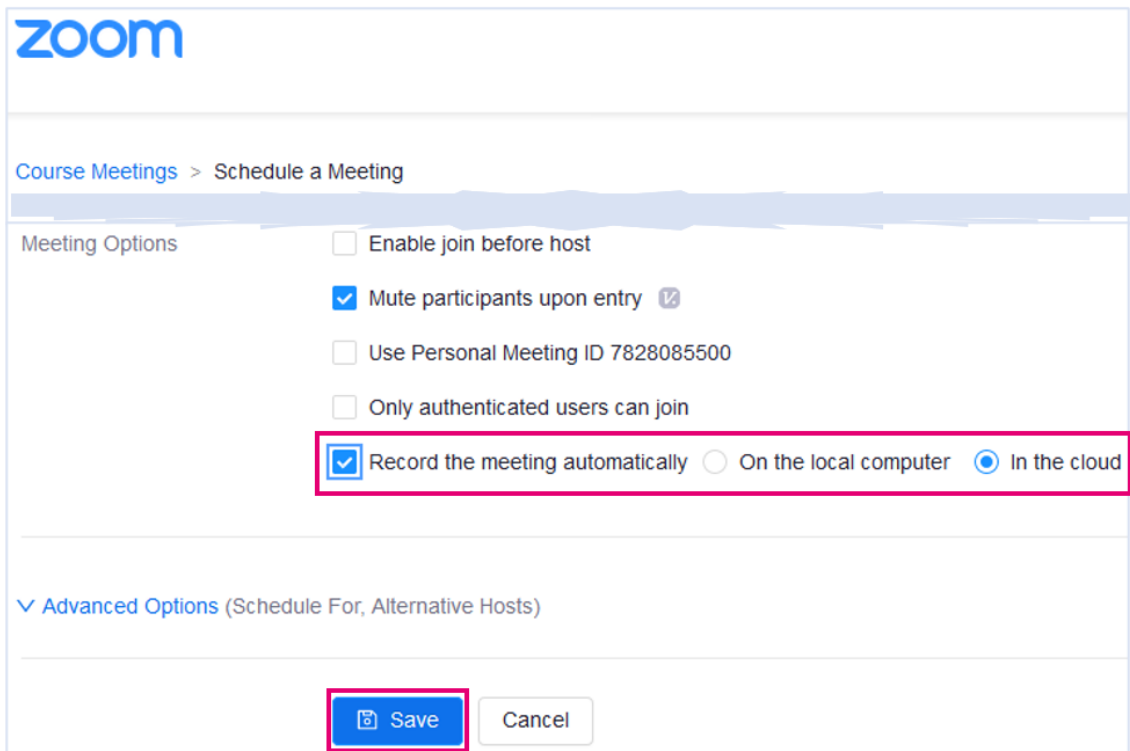
1. Show the Zoom link in the Course Menu to students by clicking the link's menu and select "Show Link".



2. Click the Zoom link.

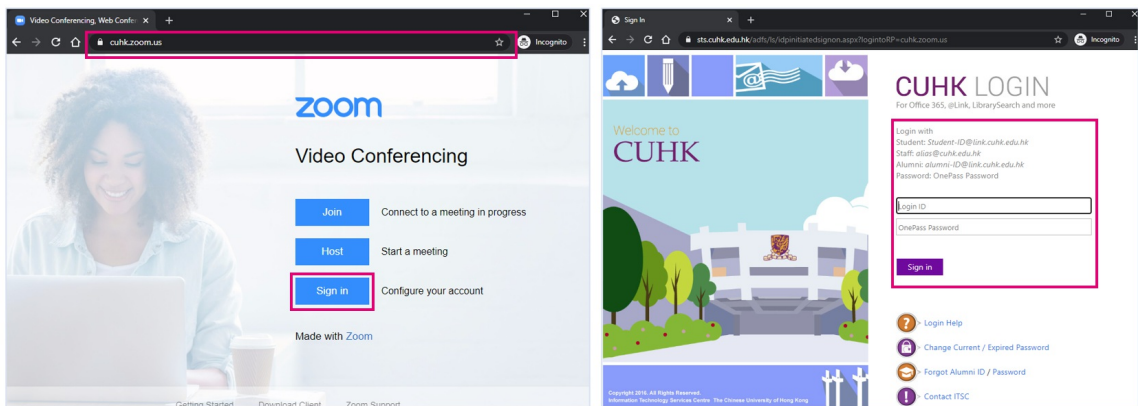
3. Click “Schedule a New Meeting”.

4. Enter the meeting information. You can select “Record the meeting automatically” and “In the cloud” (or select “Cloud Recording” in the meeting). Click “Save”.

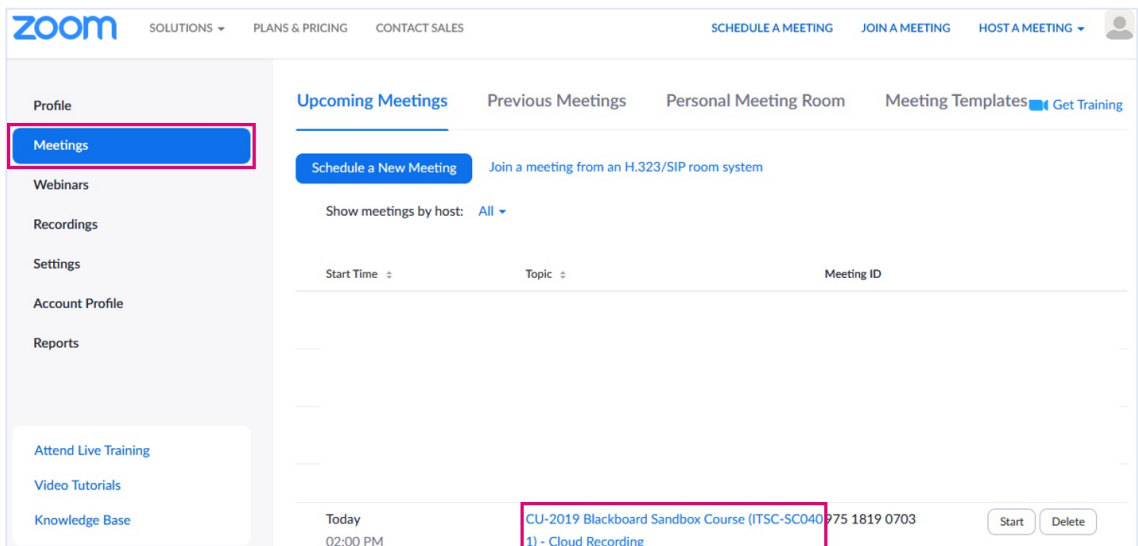


4. Check the Zoom meetings' settings

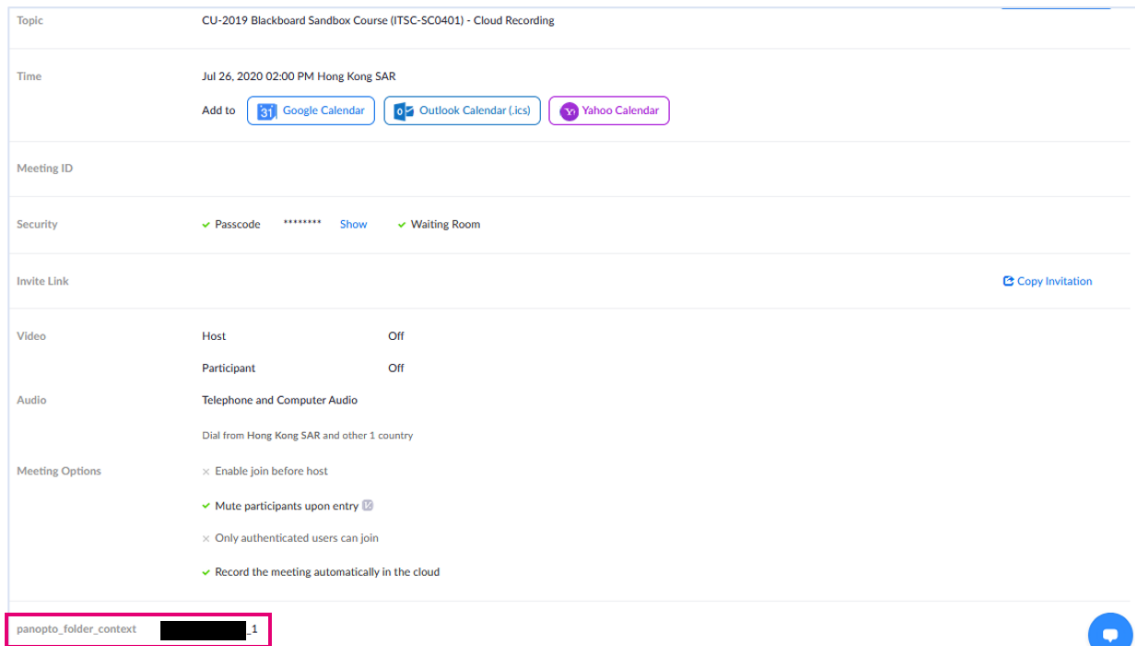
1. Access <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>) (or <https://cuhk.zoom.com.cn/profile> in China). Click "Sign in". Then sign in via CUHK Login.



2. Access "Meetings". Click on the meeting's topic.



3. Check the field “panopto_folder_context” has value or not.

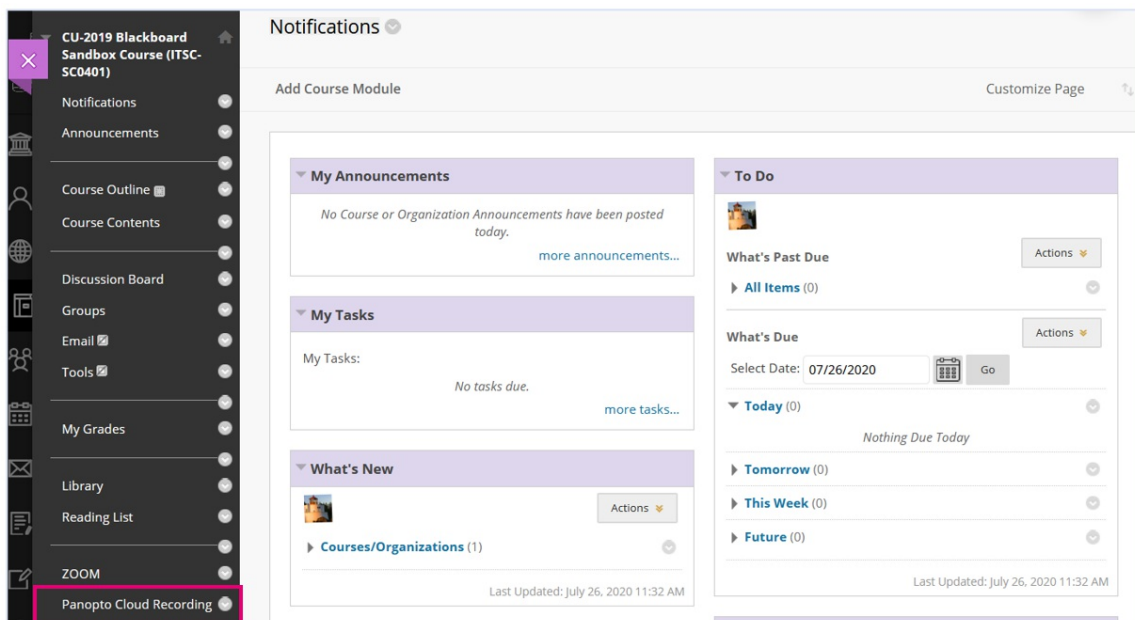


5. Start the Zoom meetings

1. Please refer to Zoom Help Center: [How do I Start or Join a Scheduled Meeting as the Host?](https://support.zoom.us/hc/en-us/articles/201362423-How-do-I-Start-or-Join-a-Scheduled-Meeting-as-the-Host-) (<https://support.zoom.us/hc/en-us/articles/201362423-How-do-I-Start-or-Join-a-Scheduled-Meeting-as-the-Host->)
2. The cloud recording will start automatically once the meeting is started.
3. The cloud recording will start to process after the meeting is ended.

6. View the recordings in the Panopto Cloud course folder

1. Click the “Panopto Cloud Course Tool” link that you have previously created in the Blackboard course menu.



2. And you can view the recording in the Panopto Cloud course folder.

Search in folder "CU-2019 Blackboard S..." Powered by Panopto Help

CU-2019 Blackboard Sandbox Course (ITSC-SC0401)

Sort by: Name Duration Date Rating

[assignments] CU-2019 BL...

CU-2019 Blackboard Sandbox Course (ITSC-SC0401) - Cloud Recording

Zoom Meeting ID: • Host: • Meeting Start:
07/26/2020 @ 3:59 PM • Recording Start: 07/26/2020 @ 3:59 PM • Duration: 0...

Remarks

- The above steps involves using Blackboard's ZOOM Integration to schedule the meetings.
- To learn more about Blackboard's ZOOM Integration, please refer to <https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration>
- Please note that "If there are multiple teachers, TAs, support staff in the course, they would be assigned as the "alternative hosts (<https://support.zoom.us/hc/en-us/articles/208220166-Alternative-host>)" when scheduling the meetings. They can start the meetings as the meeting hosts or join the meeting as co-hosts (even the meetings are not scheduled by them)."

ZOOM for Teachers (2020 Aug)

Last Modified on 06/09/2020 9:27 am HKT

Recording (CUHK Login needed)

- English: <https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=194d90af-950f-4289-9f4d-ac2b00f640e8>

Resources

- **ZOOM Instructor Guide** (<https://help.edtech.cuhk.edu.hk/docs/zoom-instructor-guide>)

Questions and answers

Q: I do not want to allow participants to share screen, or annotate on my shared screen. What can I do?

Answer:

- You can update the settings under "Security". For more: Zoom Help Center: **In-meeting security options** (<https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options>)

Q: I would like to learn more about how to promote interaction during online classes. What should I do?

Answer:

- You can consider joining the workshops held by CLEAR (e.g. "Enriching interactions using uReply"). For more about the schedule, please see: <https://cuhk202021term1training.sched.com/> (<https://cuhk202021term1training.sched.com/>)

Q: How to check if my video and audio are working in Zoom meetings?

Answer:

- Participants can check their audio before the meeting. For more: Zoom Help Center: **Testing computer or device audio** (<https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio>)
- If needed, please switch to another device and access the meeting again to see if it helps.

Q: Can I communicate with participants in waiting room?

Answer:

- You can send message to the participants in waiting room. For more: Zoom Help Center: **Waiting Room** (https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room#h_f493a86f-7d08-4e3b-9d6d-9b236fe9cdcd)

Q: Can participants change their names during the meeting?

Answer:

- It depends on the option in "Security". By default, participants are allowed to rename themselves. For more: Zoom Help Center: **In-meeting security options** (<https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options>)
- Please also note that students can rename themselves on <https://cuhk.zoom.us> > "Profile" before joining the meeting.

Q: Should I set my Zoom meeting to "only authenticated users can join (CUHK only)" if I preassign the students using their @link.cuhk.edu.hk email address?

Answer:

- You are suggested to do so, so that students have to sign-in with their CUHK email address, and can be assigned to the breakout rooms in the meeting

Q: If the students are assigned to different breakout rooms, does it mean they will stick to the same breakout room throughout the Zoom meeting?

Answer:

- Yes.
- But you can also recreate breakout rooms (deletes existing breakout rooms and creates new ones). For more: Zoom Help Center: [Managing Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms) (https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms)

Q: What happens if the host checked the box of "video on" when scheduling a Zoom meeting?

Answer:

- The host video will be on when joining the meeting. For more: Zoom Help Center: [Scheduling meetings](https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings) (https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings)

Q: If there are two meetings in each week, is it necessary to set two different links for the Zoom meetings?

Answer:

- You can consider scheduling a recurring meeting. For more: Zoom Help Center: [Scheduling meetings](https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings) (https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings)

Q: How to get students go back to the main room from breakout rooms in a Zoom meeting?

Answer:

- Once you close the breakout rooms, students will go back to the main room
- You can broadcast a message (reminder) to all breakout rooms before closing them
- For more: Zoom Help Center: [Managing Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms) (https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms)

Q: In different breakout rooms, can students of different groups write down some points on a sheet of paper at the same time and present their own groups' points later?

Answer:

- Students can make use of other collaborative tools (e.g. OneDrive) for collaboration

Q: Can Zoom helps teachers take attendance?

Answer:

- Yes. Please set your Zoom meetings as "only authenticated users can join (CUHK only)". Then participants

are required to sign-in CUHK Login before joining the meeting.

- You can get the report on <https://cuhk.zoom.us>. For more: [Getting started with reports](https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports) (<https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports>)

Q: Any requirements for using virtual background in Zoom meetings?

Answer:

- Please check: Zoom Help Center: [Virtual Background](https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background) (<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>)

Q: What is Polling for Zoom meetings?

Answer:

- Please check: Zoom Help Center: [Polling for meetings](https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings) (<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>)
-

Blackboard for Teachers (2020 Aug)

Last Modified on 06/09/2020 9:32 am HKT

Recording

- [English](https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=b7970d74-548b-4a61-b050-ac2b00f25479) (requires CUHK Login)

Resources

Blackboard Instructor Guide: <https://cuhk-edt.knowledgeowl.com/docs/blackboard-instructor-guide-original-course-view>

Questions and answers

Q: How to access Blackboard using mobile device??

Answer:

- Instructor and TA/Support Staff can consider using Blackboard Instructor App. For more: Blackboard Help: [Blackboard Instructor App](https://help.blackboard.com/Blackboard_Instructor)
- Access <https://blackboard.cuhk.edu.hk> via the browser on your mobile device
- Best experience: accessing Blackboard using computer

Q: Can I use drag-and-drop to upload files to Blackboard?

Answer:

- Yes. For more: Blackboard Help: [Add Files, Images, Audio and Video](https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Course_Materials/Add_Files_Images_Audio_and_Video)

Q: How to check the assignments submitted by students?

Answer:

- Please refer to Blackboard Help: [Grade Assignments](https://help.blackboard.com/Learn/Instructor/Assignments/Grade_Assignments)

Q: How to submit video assignments?

Answer:

- Please use Panopto (Cloud) to collect video assignments

Q: Is VeriGuide integrated with Blackboard?

Answer:

- “Veriguide Assignment Content Tool (Pilot Test)” is available on Blackboard
Note: this integration is still under pilot. Students are suggested to use VeriGuide or VeriGuide Express for formal assignments and exams.
- For further questions, please contact VeriGuide Support (support@veriguide.org)

Q: Can I upload the grades to Full Grade Center using Excel?

Answer:

- Yes. Please refer to Blackboard Help: [Work Offline with Grade Data](https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/Work_Offline_With_Grade_Data) (https://help.blackboard.com/Learn/Instructor/Grade/Grading_Tasks/Work_Offline_With_Grade_Data)

Q: Can students see others' grades in "My Grades" if I show the grade column to students?

Answer:

- No. They can only see their own grades.
- To learn how to show/hide a grade column: Blackboard Help: [Can I control when students see their grades and feedback?](https://help.blackboard.com/Learn/Instructor/Grade/Grade_Columns#can-i-control-when-students-see-their-grades-and-feedback_OTP-5) (https://help.blackboard.com/Learn/Instructor/Grade/Grade_Columns#can-i-control-when-students-see-their-grades-and-feedback_OTP-5)
- To learn more about "My Grades": Blackboard Help: [My Grades Page](https://help.blackboard.com/Learn/Student/Grades#my-grades-page_OTP-2) (https://help.blackboard.com/Learn/Student/Grades#my-grades-page_OTP-2)

Q: Can students receive email notifications when grades are released on Blackboard?

Answer:

- It depends on the students' notification settings. For more: Blackboard Help: [ULTRA: Choose how and when you get notifications](https://help.blackboard.com/Learn/Student/Stay_in_the_Loop/Notifications#ultra_choose) (https://help.blackboard.com/Learn/Student/Stay_in_the_Loop/Notifications#ultra_choose)

Q: Can I send my announcements as emails to students?

Answer:

- Yes, please select the "Email Announcement" option. For more: Blackboard Help: [Announcement](https://help.blackboard.com/Learn/Instructor/Interact/Announcements) (<https://help.blackboard.com/Learn/Instructor/Interact/Announcements>)

Q: I can schedule Zoom meetings via the "ZOOM" link in my Blackboard Course. Are the Zoom meetings restricted to the users enrolled in the Blackboard Course?

Answer:

- No. People who get the meeting links can access the meetings.
- If needed, please set the Zoom meetings as "only authenticated users can join (CUHK only)".

Q: Is there any video tutorial for Blackboard Assignment and Test?

Answer:

- Yes, please login Panopto at <https://panopto.cuhk.edu.hk> via CUHK Login and view the recorded session on "Blackboard Assignments & Tests (Cantonese (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=1821dd03-9937-4f44-84c4-ab8e007759de>), English (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=184c7b9e-e2b2-4a7d-9fef-ab8e00376d56>)).

Panopto and Camtasia for Teachers (2020 Aug)

Last Modified on 07/09/2020 1:43 am HKT

Recording:

- English: <https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=8e7610a3-aef9-4056-9827-ac2e01001d0a> (requires CUHK Login)

Resources

- CDGS 2019-22: http://www.cuhk.edu.hk/eLearning/c_tnl/cdgs
 - Camtasia: <https://www.itsc.cuhk.edu.hk/tc/all-it/teaching-learning-and-research/camtasia-site-license-program/>
 - Panopto Instructor Guide: <https://help.edtech.cuhk.edu.hk/docs/panopto-instructor-guide>
-

Microsoft 365 for Teachers (2020 Aug)

Last Modified on 07/09/2020 1:40 am HKT

Recordings

- Require CUHK Login
 - Cantonese: <https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=14942d6c-69f5-4e3c-a635-ac2e00eb80b7>
 - English: <https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=acfa6ca2-d506-4f64-8982-ac2e00f9e85a>

Resources

- Microsoft
 - Future Ready Skills Resources: **Future Ready Skills Solution Guide** (<https://www.cuhk.edu.hk/eLearning/restricted/staff/ms/FRSCustomerReadySlidesHK-2020May.pdf>) & **Empowering future-ready students** (https://www.cuhk.edu.hk/eLearning/restricted/staff/ms/FY20MSEdu_Future_Ready_Skills_Brochure-2020Aug.pdf)
 - **Remote Learning Resources for High Education** (<https://msft.it/6017Ton9B>)
 - **Microsoft 365: Quick Start Guides** (<https://support.microsoft.com/en-us/office/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e>) & **Training** (<https://support.microsoft.com/en-us/training>)
 - **Microsoft Teams:**
 - **Latest Teams Update (30 July 2020)** (https://techcommunity.microsoft.com/t5/education-blog/25-updates-for-microsoft-teams-for-education-for-back-to-school/ba-p/1554445?ocid=fy20frs_edu_osoc_linkedin_help-teams-support-for-new-schoolyear_07-30-2020)
 - **User Guides**
 - **Full version:** <https://support.office.com/en-us/teams> (https://pulse.microsoft.com/uploads/prod/2020/03/Microsoft_Teams_Quickstart.pdf)
 - **Quick Start Guide** (https://pulse.microsoft.com/uploads/prod/2020/03/Microsoft_Teams_Quickstart.pdf)
 - **Meetings and Calls** (<https://support.office.com/en-us/article/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-US&ad=US>)
 - **Chats** (<https://support.office.com/en-us/article/chat-in-microsoft-teams-f3a917cb-1a83-42b2-a097-0678298703bb?ui=en-US&rs=en-US&ad=US>)
 - **Teams and Channels** (<https://support.office.com/en-us/article/teams-and-channels-df38ae23-8f85-46d3-b071-cb11b9de5499?ui=en-US&rs=en-US&ad=US#ID0EAABAAA=Basics>)
 - **End User Training**
 - <https://docs.microsoft.com/en-us/microsoftteams/enduser-training>
 - **Training Video** (<https://web.microsoftstream.com/video/f9ac3959-0c33-4ed4-bd04-37839abb4d30>)
 - **Microsoft OneNote Class Notebook: Getting Started** (<https://support.microsoft.com/en-us/office/getting-started-with-the-onenote-class-notebook-a-walkthrough-for-teachers-28666b8e-b0ae-48fe-b001-1874f5f6db58>)
- ITSC
 - **Microsoft Teams: Getting Started & How to Apply** (<https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/>)

Questions and answers

General

Q: There are a number of IT tools available at CUHK. Which tool(s) should I use for teaching? Can I use a combination of tools?

Answer:

- First, plan your class activities.
- Then, understand the purpose(s) and features of the available IT tools. Figure out **why** you choose to apply that/those tool(s) in your class. You can contact us (elarning@cuhk.edu.hk) for discussions, and/or try out them if needed.
- In addition, you are advised to consider if your students are familiar with the tool(s) as well. If needed, please consider providing user guides and/or introductory session(s) about the tool(s) that you are going to use.

Microsoft Teams: Meeting, Calls and Chat Features

Q: I am using my browser to access a Team meeting. I cannot use some features that my colleagues are using. What should I do?

Answer:

- Please consider downloading and installing **Microsoft Teams App** (<https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>) on your device.
- Please also check if your browser is supported by Teams: Microsoft Support: **Use Teams on the web** (<https://support.microsoft.com/en-us/office/use-teams-on-the-web-33f84aa9-2e8b-47ac-8676-02033454e385>)

Q: Is polling available in Teams meeting?

Answer:

- Teams can integrate with other third-party services that support polling, such as **Polly** (<https://www.polly.ai/microsoft-teams>).

Q: Is breakout room available in Teams meeting?

Answer:

- According to Microsoft Education Blog ("**20 updates for Microsoft Teams for Education, including 7x7 video and Breakout Rooms**" (<https://educationblog.microsoft.com/en-us/2020/06/20-updates-for-microsoft-teams-for-education-including-7x7-video-and-breakout-rooms/>)), posted on June 15, 2020: "*Coming in the Fall, instead of trying to work with the whole class, educators can create virtual breakout rooms so students can work within their smaller groups on a discussion or assignment, then easily be called back to the larger group.*"

Q: Can other participants annotate my PowerPoint / shared screen in my Teams meetings?

Answer:

- No, they cannot if they are not presenters in the meeting. Yes, they can if they are presenters in the meeting.

Q: Do I need to apply to use Teams Meeting, Call and Chat features?

Answer:

- You can use the meeting, call and chat features without submitting application to ITSC. The features are available under "Chat" (**More** (<https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/faq/>)).

Q: I would like to use Teams Meeting feature instead of ZOOM Meeting feature to deliver online lessons. What should I do?

Answer:

- First, [apply for a project account](https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/department-project-account/) in the student tenant to create and manage the Teams Meeting. Request to enable Stream license for this @link project account as well.
- After the @link project account is ready, visit your Blackboard course, follow the [instructions](https://help.blackboard.com/Learn/Instructor/Interact/Microsoft_Teams) to create Teams meetings and ask students to use the meeting links created to join the individual Teams meetings.
- If you record the Teams meeting, the recording will be available in Stream.

Microsoft Teams: Teams Feature

Q: Microsoft is adding new features to Teams. Where can I get the product news?

Answer:

- Please refer to Microsoft Education Blog: [Microsoft Teams](https://educationblog.microsoft.com/en-us/tag/microsoft-teams/)

Q: I cannot create a team. How can I create it?

- Creation of Teams is disabled, but ITSC can help to create it for you. Please visit [How to apply](https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams#tab_2) (More <https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/faq/>).

Q: When do I need a Team?

- If you plan to use it to support collaborations of your class and thus would like the shared files be persistently stored in the team sharepoint site (as compared to storing in the OneDrive of the individual users who sent the file when using the chat feature (More <https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/faq/>)).
- Please specify in [your application](https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams#tab_2) that the Team is for supporting the teaching of your class and provide the Course ID. We can help to enroll students into the Teams according to CUSIS enrollment data
- The team will be created on the Student tenant. You will need to [apply for a project account in the Student tenant](https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/department-project-account/) to manage the team as well. Request to enable Stream license for this @link project account as well.

OneNote

Q: Why can't I add my students in my Class Notebook?

Answer:

- CUHK staff and students are separated groups under “The Chinese University of Hong Kong”. If you need to collaborate with your students using Class Notebook, please apply for a [project account](https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/department-project-account/) in “student cloud”.

Gradescope for Teachers (2020 Aug)

Last Modified on 25/08/2020 7:52 pm HKT

Session recording

- Aug 18: You can find a copy of the workshop recording here. (<https://turnitin.zoom.us/rec/share/--BwAZrs-UVLbLPI506AHYwuMqTDX6a81yZN-KIEyhqgAEtKx5V6NjpkxidEXquO>)
- Aug 24: You can find a copy of the workshop recording here. (https://turnitin.zoom.us/rec/share/6-8pCO_-8WdOcs_i0W_TeP4ZN6Lpaaa82ycb_qALzEmpYGjZDhu4oh2jwXa-CQLV)

Resources

- You can find a general Gradescope walkthrough video [here](https://gradescope.wistia.com/medias/rbq3u3lqvp) (<https://gradescope.wistia.com/medias/rbq3u3lqvp>).
- [FAQ Guide](https://www.gradescope.com/help#help-center-section-remote-assessment) (<https://www.gradescope.com/help#help-center-section-remote-assessment>) we created for delivering remote assessments.
- Our [Get Started](https://www.gradescope.com/get_started) (https://www.gradescope.com/get_started) page for other helpful short videos.
- Our [help center](https://www.gradescope.com/help) (<https://www.gradescope.com/help>) for written documentation and frequently asked questions.
- [LaTeX Notation Guide](https://help.gradescope.com/article/3vm6obxcyf-latex-guide#math_notation) (https://help.gradescope.com/article/3vm6obxcyf-latex-guide#math_notation) (<https://trello.com/b/36UN761q/gradescope-roadmap>)
- [Gradescope Road Map](https://trello.com/b/36UN761q/gradescope-roadmap) (<https://trello.com/b/36UN761q/gradescope-roadmap>)

Questions and answers

Q: Judy had asked a question regarding sharing rubrics. Rubrics can be shared across assignments if the instructor is added to any of the classes

Answer: There is no limit to the number of instructors that can be added to classes. For more information, please refer to the help guides.

Q: There was a question regarding autograding in online assignments where students have used LaTeX notation to answer

Answer: These answers will be autograded.

Further questions

- Email: help@gradescope.com ()
-

KEEP Open edX and Moodle (2020 Aug)

Last Modified on 20/08/2020 1:37 pm HKT

Resources

- Recording : [Aug 18](https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=669cdd2d-3dcf-441d-8573-ac1d00537db7) (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=669cdd2d-3dcf-441d-8573-ac1d00537db7>)
- Slides: <https://www.cuhk.edu.hk/eLearning/events/20200819-ELITE-Deck.pdf>
- Website: <https://course.keep.edu.hk> (<https://course.keep.edu.hk/>)

Further questions

- Email: info@keep.edu.hk ()
-

Info Session for CDGS 2019-22 Round 1 Call (Round 1) (2020 Aug 19)

Last Modified on 19/08/2020 11:02 pm HKT

Resources

- ELITE Centre:
 - Slides: <https://www.cuhk.edu.hk/eLearning/events/20200819-ELITE-Deck.pdf>
 - Website: <https://elite.cuhk.edu.hk>
 - Email: elite-centre@cuhk.edu.hk ()
 - eLearning Pedagogical Consultation Service:
 - Leaflet (<https://www.cuhk.edu.hk/eLearning/elite/elite-epc-leaflet.pdf>)
 - Short video (<https://panopto.cuhk.edu.hk/Panopto/Pages/Viewer.aspx?id=e57da516-4395-493a-a6f0-ac1c002a3276>)
 - CDGS website: https://www.cuhk.edu.hk/eLearning/c_tnl/cdgs/index.html
-

Q&As for College GE on 2020 July 22

Last Modified on 17/08/2020 12:41 am HKT

Slides

- <https://www.cuhk.edu.hk/eLearning/events/20200722-Q&AforCollegeGE-slides.pdf>

Questions and answers

Zoom Webinar and Meeting

Q: What are the differences between Zoom webinar and meeting?

Answer:

- Please refer to Zoom Help Center: [Meeting and webinar comparison](https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison) (<https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison>)

Q: Can I enable “Only authenticated users can join” to restrict a webinar or meeting to “CUHK only”?

Answer:

- Yes, you can.
- Please note that you have to turn on “Only authenticated users can join meetings” under <https://cuhk.zoom.us> > “Settings”. Make sure that “Meeting Authentication Options” is changed to “CUHK Only (Default)”. Then enable “Only authenticated users can join meetings” when you schedule the webinar or meeting. You should see “CUHK only” after enabling this option.
- Please also note that users in China may have difficulty in joining the webinar or meeting that requires CUHK Login.

Q: How to take attendance for a Zoom webinar or meeting?

Answer:

- If you have enabled “Only authenticated users can join meetings” (CUHK only) for the webinar or meeting, you can access the report with details about each attendee (e.g. @link email addresses that are used for accessing the webinar or meeting). For more:
 - Zoom Help Center: [Webinar Reporting](https://support.zoom.us/hc/en-us/articles/201393719-Webinar-Reporting) (<https://support.zoom.us/hc/en-us/articles/201393719-Webinar-Reporting>)
 - Zoom Help Center: [Getting started with reports](https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports) (<https://support.zoom.us/hc/en-us/articles/201363213-Getting-started-with-reports>)
 - Or, you can make use of other tools, such as Blackboard Test, uReply for assessing students as well.

Q: Can chat be disabled?

Answer:

- Yes, the host can do so. For more: Zoom Help Center: [Controlling and disabling in-meeting chat](https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat) (<https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat>)

Zoom Webinar

Q: Can I enable waiting room to avoid someone intruding on a webinar?

Answer:

- There is no waiting room for webinar. You can make use of Practice session if needed. For more: Zoom Help Center: [Webinar practice session](https://support.zoom.us/hc/en-us/articles/206316975-Webinar-practice-session) (https://support.zoom.us/hc/en-us/articles/206316975-Webinar-practice-session)
- Moreover, by default, attendees cannot share audio, screen or video to disturb other attendees. For more: Zoom Help Center: [Roles in a webinar](https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar) (https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar)

Q: Are attendees' cameras turned off by default?

Answer:

- Yes, they are off. For more: Zoom Help Center: [Roles in a webinar](https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar) (https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar)

Q: Can host and co-host promote attendees to panelists and demote panelists to attendees?

Answer:

- Yes, they can. For more: Zoom Help Center: [Managing participants in a webinar](https://support.zoom.us/hc/en-us/articles/115004834466) (https://support.zoom.us/hc/en-us/articles/115004834466)

Q: What are the differences between Q&A and chat?

Answer:

- Please refer to the below and have hands-on experiences on both features.
 - Zoom Help Center: [Getting started with Question & Answer](https://support.zoom.us/hc/en-us/articles/203686015-Getting-started-with-Question-Answer) (https://support.zoom.us/hc/en-us/articles/203686015-Getting-started-with-Question-Answer)
 - Zoom Help Center: [Using webinar chat](https://support.zoom.us/hc/en-us/articles/205761999-Using-webinar-chat) (https://support.zoom.us/hc/en-us/articles/205761999-Using-webinar-chat)

Q: Is Q&A downloadable in webinar?

Answer:

- Yes, it can be downloaded by the host who scheduled the webinar. For more: Zoom Help Center: [Webinar Reporting](https://support.zoom.us/hc/en-us/articles/201393719-Webinar-Reporting) (https://support.zoom.us/hc/en-us/articles/201393719-Webinar-Reporting)

Zoom Meeting

Q: Can I be the host of several meetings simultaneously?

Answer:

- Each ZOOM user account can host one meeting at a time. You need to apply for accounts if you need to do so. For more:
 - Zoom Help Center: [Can I Host Concurrent Meetings?](https://support.zoom.us/hc/en-us/articles/206122046-Can-I-Host-Concurrent-Meetings-) (https://support.zoom.us/hc/en-us/articles/206122046-Can-I-Host-Concurrent-Meetings-)
 - ITSC Website: [Department / Project Account](https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/department-project-account/) (https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/department-project-account/)
 - ITSC Website: [External User Account](https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/ext-user-account/) (https://www.itsc.cuhk.edu.hk/all-it/accounts-and-access/ext-user-account/)

Q: Beside the host, can other roles (such as co-host) manage breakout rooms in a Zoom meeting?

Answer:

- No. Only the host can manage the breakout rooms. For more: Zoom Help Center: [Managing breakout rooms](https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms) (<https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms>)

Panopto

Q: Is it possible to use Panopto to record Zoom meetings or webinars?

Answer:

- This is not recommended. Please consider uploading the Zoom recordings to Panopto. To learn how to upload videos to Panopto: Panopto Support: [How to Upload Video Files Using the Create Button](https://support.panopto.com/s/article/Batch-Upload-Video-Files) (<https://support.panopto.com/s/article/Batch-Upload-Video-Files>)

Q: Can I control when to release my Panopto videos?

Answer:

- Yes, you can. For more: Panopto Support: [How to Publish Videos Using the Availability Workflow](https://support.panopto.com/s/article/Publish-Videos-Using-the-Availability-Workflow) (<https://support.panopto.com/s/article/Publish-Videos-Using-the-Availability-Workflow>)

Support and Contingency Plans

Q: Are Microsoft Teams, Zoom and Google Meet supported by ITSC?

Answer:

- Microsoft Teams and Zoom are supported by ITSC. For more:
 - ITSC Website: [Microsoft Teams](https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/) (<https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/>)
 - ITSC Website: [Cloud Meeting Solution – Zoom](https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/) (<https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/>)

Q: Can I request technical staff from ITSC stand by in my meeting or webinar?

Answer:

- ITSC can provide technical advice and transfer knowledge before the event. Feel free to contact us at elearning@cuhk.edu.hk if needed.

Q: Would the classrooms be well-equipped with necessary devices for teachers to conduct online teaching on campus?

Answer:

- Panopto, Zoom and webcam are available in classrooms supported by AVSU ([Classroom Information](http://www.avsu.cuhk.edu.hk/ci/cl.html) (<http://www.avsu.cuhk.edu.hk/ci/cl.html>)).
- Teachers are advised to try out the software and AV equipment beforehand.

Q: I have a class and most students are from China. Are there any tools that can help them to access the course?

Answer:

- Third Party VPN service and Blackboard (China) system are available to support students in Mainland China. If all the students of your class are in Mainland China, the University is evaluating some tools hosted in Mainland China (e.g. **Rain Classroom** (<https://www.yuketang.cn/>)). Please contact elarning@cuhk.edu.hk () for further information and support.
- For Rain Classroom, WeChat account is required.

Q: Any suggestions for contingency plans if Zoom meetings or webinars do not work on the spot?

Answer:

- Please consider rescheduling the meeting or webinar, or using another tool (such as Microsoft Teams).
-

Q&As for Faculties / Departments / Programmes / Offices on 2020 Aug 4

Last Modified on 17/08/2020 12:38 am HKT

Questions and answers

Online Meeting

Q: Which tool should be used for online meeting, Microsoft Teams or Zoom?

Answer:

- Both tools are available at CUHK. One of the factors you should consider is users' familiarity with the tools. You are advised to try out them and/or go through the information below to see which tool suits your needs:
 - ITSC Website: [Microsoft Teams](https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/) (https://www.itsc.cuhk.edu.hk/all-it/email-messaging-and-collaboration/microsoft-teams/)
 - ITSC Website: [Cloud Meeting Solution – Zoom](https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/) (https://www.itsc.cuhk.edu.hk/all-it/teaching-learning-and-research/zoom/)
- If your students have any concerns about using either one of the tools, you can consider switching to another one as well.

Q: What are the best practices for online meeting?

Answer:

- Please go through the best practices regarding online meeting security: ITSC Website: [User Trainings: Information Security Best Practices](https://www.itsc.cuhk.edu.hk/user-trainings/information-security-best-practices/) (https://www.itsc.cuhk.edu.hk/user-trainings/information-security-best-practices/)
- If possible, hosts can include 'co-host' in their meetings for support (e.g. answering chats, lower hands).

Q: Can I install a webcam on my office computer?

Answer:

- Yes. We recommend selecting a USB webcam (Full HD 1080p). Most webcams in the market are plug-and-play.

Microsoft Teams

Q: I want to schedule a meeting with a class in Teams? How?

Answer:

- Please refer to Microsoft Support: [Schedule a meeting in Teams](https://support.microsoft.com/en-us/office/schedule-a-meeting-in-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5) (https://support.microsoft.com/en-us/office/schedule-a-meeting-in-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5)
- **DO NOT** invite students to join the class MS Teams meeting using calendar invitation as students can then use the reuse the recipient list of the calendar invitation to email other students in the class.

Q: Where can I learn about the updates of Teams?

Answer:

- Please refer to Microsoft Education Blog: [Microsoft Teams](https://educationblog.microsoft.com/en-us/tag/microsoft-teams) (https://educationblog.microsoft.com/en-us/tag/microsoft-teams)

Information for New Teachers

Q: Any online sessions about education technology / eLearning for newcomers?

Answer:

- Yes. You are welcome to join the sessions listed on <https://cuhk202021term1training.sched.com>
- If you would like to learn more about pedagogy, please join [Professional Development Course \(PDC\)](http://www.cuhk.edu.hk/clear/new/2021-s1-01.htm) (<http://www.cuhk.edu.hk/clear/new/2021-s1-01.htm>)

Q: When will my CUHK account be ready for trying out the tools?

Answer:

- Please contact [HRO](https://www.hro.cuhk.edu.hk/en-gb/about/hro-contacts) (<https://www.hro.cuhk.edu.hk/en-gb/about/hro-contacts>) and/or your unit for further checking.

Q: Which eLearning tool(s) should I use for teaching?

Answer:

- First, plan your class activities.
- Then, understand the purpose(s) and features of the available IT tools. Figure out **why** you choose to apply that/those tool(s) in your class. You can contact us (elearning@cuhk.edu.hk) for discussions, and/or try out them if needed.
- In addition, you are advised to consider if your students are familiar with the tool(s) as well. If needed, please consider providing user guides and/or introductory session(s) about the tool(s) that you are going to use.

Handwritten Assignments

Q: Any tools that help me to grade handwritten assignments online?

Answer:

- We are introducing [Gradescope](https://www.gradescope.com/) (<https://www.gradescope.com/>) (Pilot). For more, please join the online session delivered by the vendor on 18 Aug 2020 or 24 Aug 2020: <https://cuhk202021term1training.sched.com>
-

Q&As for IT Support Staff on 2020 Aug 5

Last Modified on 17/08/2020 12:45 am HKT

Questions and answers

Library Services

Q: Is “Reading List” available in Blackboard Courses?

Answer:

- Yes. By default, the link of “Reading List” is available in Blackboard Course Menu. It is shown to students.

Q: Teachers have questions about Library services. Where can they find the information?

Answer:

- Please go through **LibGuides** (<https://libguides.lib.cuhk.edu.hk/>) to see if it can help.
- If they have further questions, please contact their **Faculty Liaison Librarians** (<https://www.lib.cuhk.edu.hk/en/learning/faculty-liaison>).

Special Support for Users in China

Q: Users cannot access CUHK’s IT systems in China. Can they use VPN in the coming academic year?

Answer:

- Yes. More details about the new VPN service will be released soon.
- Please also note that the performances vary among different cities and network service providers.

Student Facilities

Q: Students encounter difficulties regarding online learning (e.g. lack of equipment, lack of a quiet learning space). What should they do?

Answer:

- Students should prepare for online learning before the school starts (e.g. purchase notebook, microphone and/or webcam in advance if needed).
 - In case they encounter difficulties, they should contact their teachers and/or programme office for further support.
-

Q&As for Teachers on 2020 Aug 6

Last Modified on 17/08/2020 12:56 am HKT

Questions and answers

Online Meeting

Q: What are the best practices for holding secure online meetings?

Answer:

- Please refer to ITSC Website: [User Trainings: Information Security Best Practices](https://www.itsc.cuhk.edu.hk/user-trainings/information-security-best-practices/) (https://www.itsc.cuhk.edu.hk/user-trainings/information-security-best-practices/)

Q: Should I record my online sessions for students to review?

Answer:

- It is up to you (the teacher). If you would like to record your sessions, please inform your students about the arrangement. Make sure they understand that the chat, audio, video, and screen shared might be recorded.

Q: I have students from countries in different time zones. Any suggestions?

Answer:

- This is one of the challenges of synchronous learning. One of the suggestions is to include asynchronous learning activities for collaboration and interaction, such as online discussion forum, wiki.

Zoom

Q: Can hosts limit who can share their videos?

Answer:

- No. Hosts can only stop video. For more: [Zoom Help Center: Managing participants in a meeting](https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting) (https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting)

Q: Can hosts disable participants from using chat in meetings?

Answer:

- Yes. For more: [Zoom Help Center: In-meeting security options](https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options) (https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options)

Q: Why should hosts enable Waiting Room for their meetings?

Answer:

- First, Waiting Room allows hosts to control who join the meeting.
- Also, hosts can put participants who disrupt their meetings back to the Waiting Room. For more: [Zoom Help Center: Waiting Room](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room) (https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room)

Q: I am new to Waiting Room. Where can I learn more about this feature?

Answer:

- Please refer to Zoom Help Center: [Waiting Room](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room) (<https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room>)

Q: Where to find user guides about Zoom?

Answer:

- Please access <https://www.cuhk.edu.hk/eLearning>. You can find more users guides about other tools (e.g. Blackboard, Panopto) as well.
- Please also refer to [Zoom Help Center](https://support.zoom.us/hc/en-us) (<https://support.zoom.us/hc/en-us>)

Q: How to release my meetings links to students (including sit-in students)?

Answer:

- You can make use of Blackboard Announcement and its “Email Announcement” feature. For more: Blackboard Help: [Announcement](https://help.blackboard.com/Learn/Instructor/Interact/Announcements) (<https://help.blackboard.com/Learn/Instructor/Interact/Announcements>)
- You can also consider sending the links by email via CUSIS.
- For students who would like to sit in your class, they should contact you / TA / Support Staff / Programme Office for the meeting links.
- If you need to put your meeting links on your programme’s / course’s webpage, you are strongly recommended to set your meetings to “Only authenticated users can join (CUHK only)” and enable Waiting Room.

Online Presentation

Q: I am asking my students to deliver group presentations? How to do that online?

Answer:

- Current students can schedule/host Zoom meetings. You can consider asking students to record (cloud recording) their presentations with Zoom, then share their recording links with you. For more:
 - Zoom Help Center: [Cloud recording](https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording) (<https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>)
 - Zoom Help Center: [Managing cloud recordings](https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings) (<https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings>)
- There are other ways as well. Contact us (elearning@cuhk.edu.hk) for discussions if needed.

Online Assessment

Q: How to conduct a one-hour closed-book essay question type test on Blackboard?

Answer:

- This is very challenging. The network has to be stable throughout the period. Monitoring students is difficult as well. You can go through the sharing sessions in [Teaching and Learning Innovation Expo 2019/20](https://www.elearning.cuhk.edu.hk/expo2019) (<https://www.elearning.cuhk.edu.hk/expo2019>) to learn more about the challenges and suggestions regarding online assessment. You can join [PDC Workshop 4: Online Assessment](http://www.cuhk.edu.hk/clear/new/2021-s1-01.htm) (<http://www.cuhk.edu.hk/clear/new/2021-s1-01.htm>) as well.
- Please consider other assessment methods. If you still would like to conduct the online exam, you are advised to set up mock exams for students to get familiar with the question types and interface, and check if their IT

equipment (e.g. network, computer settings) are ready for online exams. Please also stay tuned to our [eLearning Newsletter](https://www.edtech.cuhk.edu.hk/newsletters) for any updates.

Anonymous Grading

Q: Can I grade assignments anonymously on Blackboard?

Answer:

- Yes. Please refer to Blackboard Help: [Anonymous Grading](https://help.blackboard.com/Learn/Instructor/Assignments/Grade_Assignments/Anonymous_Grading) (https://help.blackboard.com/Learn/Instructor/Assignments/Grade_Assignments/Anonymous_Grading)
-

Q&As for Teaching Support Staff & TAs on 2020 Aug 7

Last Modified on 24/08/2020 8:22 pm HKT

Questions and answers

New Students

Q: How can new students learn about IT services at CUHK and online class arrangement?

Answer:

- New students can refer to **ITSC Orientation Video** (<https://www.itsc.cuhk.edu.hk/user-trainings/it-training/itsc-orientation/>). To learn about eLearning tools at CUHK, they can join our online sessions: <https://cuhk202021term1training.sched.com/>
- Teachers, supporting staff and TAs are advised to stay tuned to **eLearning Newsletter** (<https://www.edtech.cuhk.edu.hk/newsletters>) and disseminate the information to students if needed. Some teachers and TA/Support Staff would use **Announcement** (<https://help.blackboard.com/Learn/Instructor/Interact/Announcements>) on Blackboard for communication.

Use of CUHK Systems in China

Q: Can students use CUHK systems in China? What can they do if they encounter difficulties?

Answer:

- It depends on various factors (e.g. network service provider, network performances in different cities). Students in China are advised to check if they can use the systems as early as possible. They should report their difficulties to their teachers and/programme office for support if needed.
- ITSC provides special support for users in China (VPN, Blackboard (China)). Details will be released soon.

Online Assessment

Q: Any sharing sessions or workshops about online assessment?

Answer:

- Please consider joining **PDC Workshop 4: Online Assessment** (<http://www.cuhk.edu.hk/clear/new/2021-s1-01.htm>), and / or visit **Teaching and Learning Innovation Expo 2019/20** (<https://www.elearning.cuhk.edu.hk/expo2019>)

Q: Any eLearning tools that help me to grade written assignments online?

Answer:

- **Gradescope** (<https://www.gradescope.com/>) (Pilot) is the potential tool. If you are interested, please join the online session delivered by the vendor on 18 Aug 2020 or 24 Aug 2020: <https://cuhk202021term1training.sched.com/>

VeriGuide

Q: Can students access VeriGuide in China?

Answer:

- It depends on various factors (e.g. network service provider, network performances in different cities). Students in China are advised to check if they can use the system as early as possible. They should report their difficulties to their teachers and/programme office for support if needed.
- Contact VeriGuide Support Team at support@veriguide.org () if needed.

Zoom

Q: How to release my Zoom meeting links to sit-in students (e.g. in add / drop period)?

Answer:

- For students who would like to sit in your class, they should contact you / TA / Support Staff / Programme Office for the meeting links.
- If you need to put your meeting links on your programme's / course's webpage, you are strongly recommended to set your meetings to "Only authenticated users can join (CUHK only)" and enable Waiting Room.

Q: Some students need to join Zoom meetings before their student accounts are ready. Any recommendations?

Answer:

- "Only authentication users can join (CUHK only)" should not be enabled in this case.

Q: What are the differences between meeting and webinar?

Answer:

- Please refer to Zoom Help Center: [Meeting and webinar comparison](https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison) (<https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison>)

Q: Can we use webinar?

Answer:

- Please go through Zoom Help Center: [Meeting and webinar comparison](https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison) (<https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-webinar-comparison>) first and see if webinar fits your event. Please note that you can request to increase the meeting capacity up to 1000 as well if needed. [Here](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-MeetingOptions-LargeMeetings.pdf) (https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-MeetingOptions-LargeMeetings.pdf) are some suggestions about large meeting settings.
- If webinar is preferred, normally we can assign a webinar license for your testing for 1-3 days. The license should be used for testing only. Please also let us (elearning@cuhk.edu.hk ()) know the below information:
 - The user account (@cuhk.edu.hk email address) which we should assign the license for testing
 - Name of the event
 - Expected number of attendees
 - Block grant or Non block grant?
 - Free or charged?
- Webinar license can be arranged by request free of charge for one-time usage. [Here](http://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Webinar-Basic.pdf) (http://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Webinar-Basic.pdf) are the suggested webinar settings.
- Your unit can get a webinar license for regular use if needed. Please contact us (elearning@cuhk.edu.hk ()) for more information (e.g. license fee).

Q: How long can we own a webinar license?

Answer:

- Due to the limited number of licenses, please return the license to us once after the event.

Q: Can I use registration to set whitelists for my meetings or webinars?

Answer:

- No. The registrants can pass the links to others, and others can join the meetings or webinars.

Q: Can TA/Support Staff manage the Zoom cloud recordings (e.g. download the videos and upload them to Panopto) for me?

Answer:

- If you schedule your meetings via <https://cuhk.zoom.us>, only you (the host) can access the cloud recordings. Your TA/Support Staff cannot access them.
- If needed, you can consider sharing the recording links (set as “Viewers can download”) with them. If so, remember to set password and not to share the links with students as they are downloadable. For more: Zoom Help Center: [Managing cloud recordings](https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings) (<https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings>)
- Please also note that Zoom cloud recordings can be uploaded to Panopto (Cloud) automatically as well. The user guide will be released soon.

Q: How to share the recordings of my Zoom meetings to my class?

Answer:

- There are two methods:
 - First method: You can share the cloud recording links to your students:
 - Zoom Help Center: [Cloud recording](https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording) (<https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>)
 - Zoom Help Center: [Managing cloud recordings](https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings) (<https://support.zoom.us/hc/en-us/articles/205347605-Managing-cloud-recordings>)
 - Second method: Cloud recordings can be uploaded to Panopto (Cloud) automatically as well. The user guide will be released soon.
- Comparison between the two methods:
 - Share Zoom Cloud Recording links
 - Access restricted to my class? No. Anyone with the links can view the recordings.
 - Can users in China access? Relatively stable.
 - Any analytics? Access count only.
 - Upload to Panopto (Cloud)
 - Access restricted to my class? Yes. The video links are only restricted to users in your Blackboard courses.
 - Can users in China access? Performances varies among different cities and/or network service providers.
 - Any analytics? Yes. Panopto Support: [Learn About Folder and Session Level Statistics](#)

