



Collaborate Ultra: Accessibility

Blackboard Collaborate is fully compliant with national and global standards for accessibility for users with disabilities. Features to enhance accessibility include sophisticated Closed Captioning, support for screen readers, and keyboard shortcuts to substitute for mouse-clicks.

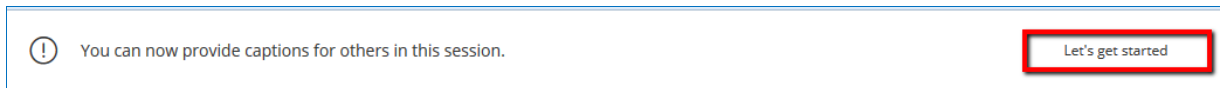
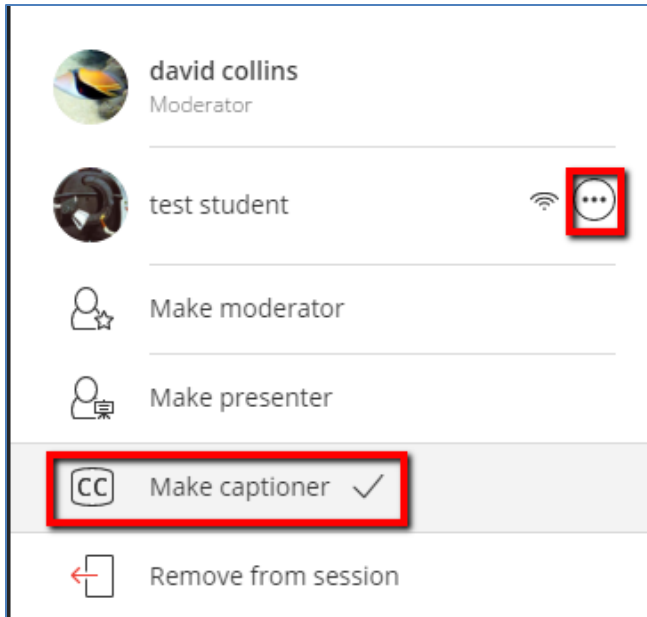
This section also contains tips on making Collaborate more accessible for those who do not have disabilities.

Closed Captioning

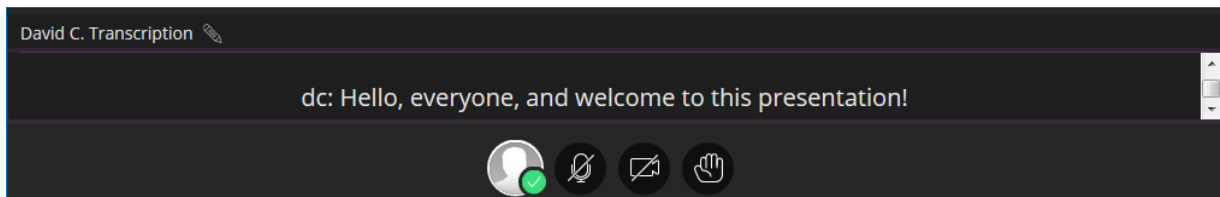
Users with hearing impairments, as well as those more comfortable in a different language, can take advantage of live closed captioning. As of now, there is no feature that allows Collaborate to turn the audio portion of a presentation into captions. In order to provide captioning, a Moderator must appoint one or more Captioners from among the other users. It is most beneficial to appoint Captioners who are attentive listeners and rapid, accurate typists.

***NOTE:** As of this writing, Closed Captioning does not support character sets for Japanese, Korean, Simplified Chinese, or Traditional Chinese. The captions may look correct on the Captioner's screen, but may be converted to gibberish for other users. Blackboard recommends that Captioners set their browser's language setting to English.*

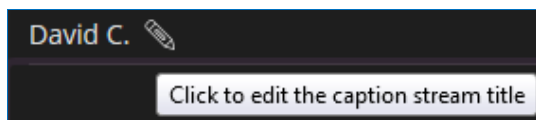
To designate a Participant or Moderator as a Captioner, open the Attendees Pane, click the menu icon for a user, and select **Make Captioner**. The designated Captioner then receives a notification at the top of the Collaborate screen; to accept the appointment, he or she may click **Let's get started**.



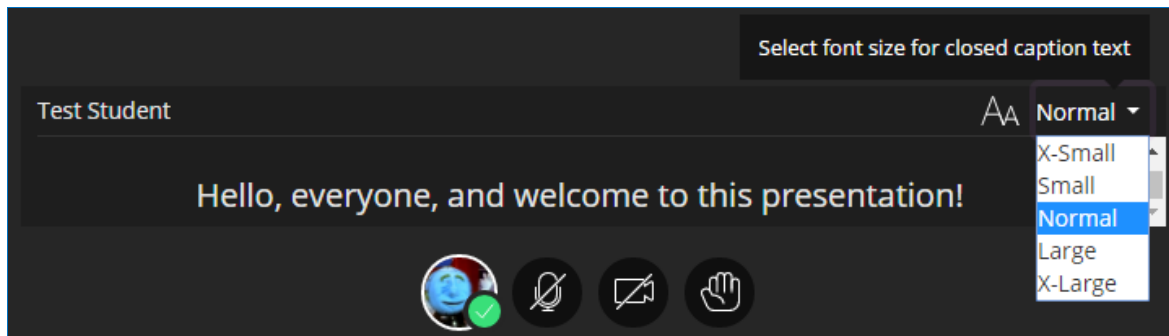
In the Moderator's Attendees Pane, the **CC** icon appears by the new Captioner's name. The Captioner receives a text field just above the Interaction Bar for transcribing the conversation. This field allows backspacing over text to fix errors, but does not allow moving the cursor anywhere before the end of the text. Press Enter or Return at the end of a paragraph or to indicate a change of speakers.



A Captioner may also click the pencil icon in the top-left to change the caption title to something other than the default (i.e., the Captioner's screen name).



Other users who are not designated as Captioners will see the caption in a box just above the Interaction Bar. This box provides a drop-down menu for changing the font size to accommodate users' visual preferences and capabilities. Small and extra-small text allows a user to see more lines of text in the box; large and extra-large makes the text easier to see for users with limited vision.

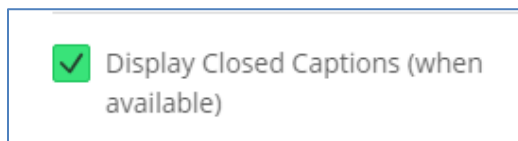


A Moderator can also relieve a Captioner of his or her captioning duties via the same steps as making someone a Captioner. However, Captioners do not have a button that allows them to quit the role.

When a Captioner is designated, other users receive a button asking whether they would like to see Closed Captioning. Clicking **Yes** changes one of the settings to allow the user to turn off Closed Captioning at any time and turn it back on. Users can see the text as it is typed, with only a slight delay.



There is also a checkbox in the Audio and Video Settings section of the My Settings pane on the Collaborate Panel. User this checkbox to turn closed captioning on or off.



Additional best practices include the following:

- At each change in speaker, type the new speaker's name and a colon at the beginning of the transcription.
- When appointing more than one Captioner, determine in advance which Moderators' or Participants' speech each Captioner will transcribe.
- Change the title of the Closed Captioning field to indicate its purpose. For example, change it to some variation of "Closed Captioning" for hearing-impaired users, or "Spanish Subtitles" if translating for Spanish-speakers. The default title is the name that the Captioner specified when signing into the session.

Screen Reader

For visually impaired users requiring a screen reader, Blackboard recommends these combinations:

Operating System	Use This Browser	Use This Reader
Windows	Internet Explorer	JAWS
Macintosh	Safari	VoiceOver

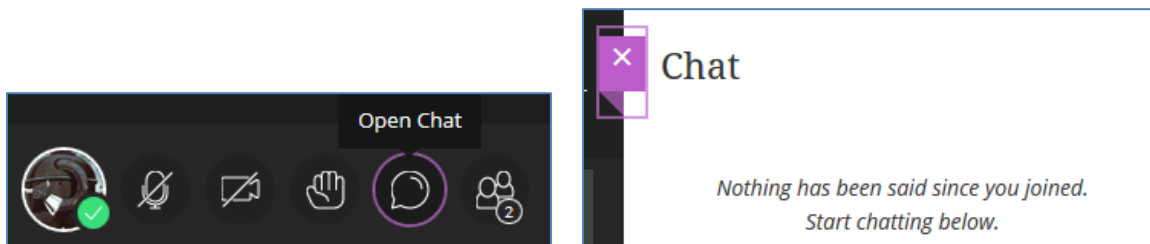
Screen readers work for shared files and the whiteboard, but not for application sharing.

Keyboard Shortcuts

For computer users who have trouble operating a mouse or track-pad, Blackboard Collaborate provides keyboard shortcuts for common actions. We have seen some of these shortcuts referenced in previous sections of this document.

Action	Windows/Ubuntu	Macintosh
Share or Stop Sharing Audio (Microphone)	Alt+M	Option+M
Share or Stop Sharing Video (Camera)	Alt+C	Option+C
Raise or Lower Hand	Alt+H	Option+H
Advance to Next Slide	Alt+Page Up	Option+Function+Up Arrow
Move to Previous Slide	Alt+Page Down	Option+Function+Down Arrow
Report an Issue	Alt+Shift+P	Option+Shift+P

There is currently no keyboard shortcut to activate the Chat, Attendees, and More Tools icons, nor to close the Chat and Attendees panes. However, the standard navigational shortcuts for browsers apply: You can use Tab and Shift+Tab to switch the focus to the next or previous element in the tab order, and press Enter/Return in lieu of clicking them.



Sharing Applications While Viewing the Chat Pane

Moderators and Presenters who do not have multiple monitors can run into problems when using the Share Application feature. If the application shared takes up an entire screen, the Moderator or Presenter likely cannot see the Chat pane to respond to Participants' questions and comments.

One best practice for working around the screen-space problem is to make the application window narrower and keep the Chat pane visible to the right of the application window.

1. If necessary, click the Restore Down button in the top-right (Windows) or top-left (Macintosh) of the application window.
2. Resize the window by dragging the right edge leftward.

Make certain that the browser window in which the Collaborate session is running is maximized, or at least large enough for the Chat pane to be visible from behind the shared application window.