# Managing chat

**Note:** When using the Chat panel we must:

* Consider how to frame the question – can the answer be stated in a limited number of words?
* Try not to have students trying to type essay answers to open ended questions.
* Include a slide with a possible answer.
* Consider connection issues if more than 20 students all type at same time
* Consider alternatives such as linking to forum for asynchronous follow up discussion.
* Think about asking students a reflective question to think about – give a time limit and then provide a slide with your thoughts. Further discussion can take place an asynchronous forum to minimise the chat activity.
* Consider if all students can use the chat panel as access can vary with device.
* Use the polling and multiple choice questions alongside teh Chat.
* Ensure that a slide with the correct answer is included and give sufficient time for students to think about and answer.

## Learning outcomes

By the end of this guide you should know;

* how to access and use the Chat function.

## How to

1. From the Blackboard Collaborate Ultra session, click the Open Collaborate panel button.



2. Click the Chat button.



3. The Chat panel will open.



4. To send a Chat message to everyone, click on Everyone. To send a Chat message to staff only, click Moderators. Type your message and press return on the keyboard.



5. The message will appear for the desired group to see.

