

# UNIVERSITY OF HARTFORD

## FACULTY CENTER FOR LEARNING DEVELOPMENT

### Adjunct Quick Guide to Blackboard

<http://blackboard.hartford.edu>

Blackboard is an online learning management system (LMS). It provides you with a ready-made online course that you can use to post course documents and communicate with students. Blackboard includes useful teaching tools such as discussion boards, blogs, and journals, and allows you to create and administer online tests and surveys. In an emergency (pandemic flu, or weather-related), instructors should plan to use Blackboard to continue teaching. This is a quick guide; a more detailed guide is available from the Faculty Center for Learning Development (FCLD) website: <http://www.hartford.edu/academics/faculty/fcl/>

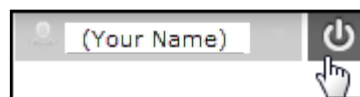
### *Here are the steps for getting started using Blackboard:*

1. Get a University email account through Help Desk Services. Go to the Help Desk in the main library or call (860) 768-4357 (on campus) or (844) 292-3213 (off campus). A day after the email account is active, the Blackboard account is available.
2. Contact FCLD for a Blackboard orientation session [fcl@hartford.edu](mailto:fcl@hartford.edu) or (860) 768-4661.
3. Login into Blackboard: <http://blackboard.hartford.edu>
4. Upon login, you should see your courses listed on your **My Blackboard** tab in the **My Courses** box or on the **Courses** tab. Enter a course by clicking on it.
5. Check course roster against the one listed in Banner <http://banweb.hartford.edu/>
6. Upload and organize your course files and folders in the central file storage area called Files.
7. Create links from course files to course content areas (e.g., Course Documents, Assignments).
8. Add any interactive assignments (blogs, wikis, etc.) or multimedia (e.g., YouTube).
9. Post a welcome announcement in your course.
10. Make sure your course is available to students.
11. Explain to students how to get help: Student Blackboard Support (860) 768-4636.
12. If time allows, reserve time in a computer lab to take a tour of your course with your students.

### *How Do I Log In to Blackboard?*

- Go to <http://blackboard.hartford.edu>.
- In the login text box, type the first part of your University of Hartford email (**jd**oe if your email is **jd**oe@hartford.edu).
- Your Blackboard password is initially set to the **last four digits** of your University ID.
- Click **Login**. You will now see your My Blackboard tab.

To log out, use the Logout button at the top right of the screen:



## ***How Do I Get My Course(s) Set Up on Blackboard?***

Blackboard courses are set up automatically. However, instructors must be listed on the Banner computer system (Self-Service Center) in order to gain access to courses in Blackboard. Contact the Registrar's Office (860) 768-4594 or your department for help with getting listed in Banner.

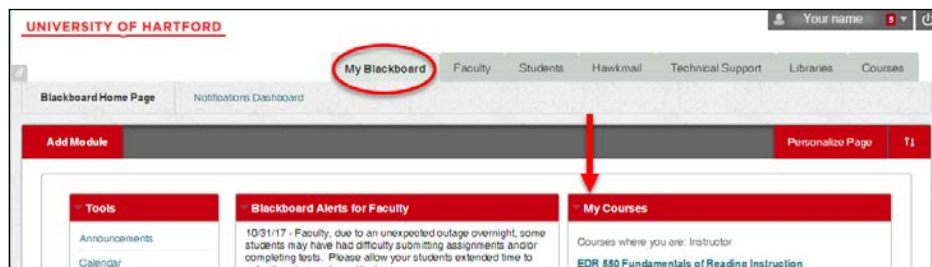
- If you are teaching multiple sections of the same course and would like students from both sections enrolled in one Blackboard course, please fill out FCLD's multiple-section course request form: [http://www.hartford.edu/academics/faculty/fclid/course\\_requests/Multi\\_Section\\_Request\\_Form.aspx](http://www.hartford.edu/academics/faculty/fclid/course_requests/Multi_Section_Request_Form.aspx)
- Once you have built your course in Blackboard, you can reuse the course content in a new term by copying it forward into the new term's Blackboard course. Copying instructions may be found here: [http://hartford.edu/academics/faculty/fclid/learn\\_blackboard/blackboard\\_instructions.aspx](http://hartford.edu/academics/faculty/fclid/learn_blackboard/blackboard_instructions.aspx)  
It's a quick process, however, if you encounter trouble, can't find the course you need to copy, or have a very large course, you may request that FCLD copy the course for you: [http://www.hartford.edu/academics/faculty/fclid/course\\_requests/Course\\_Copy\\_Request\\_Form.aspx](http://www.hartford.edu/academics/faculty/fclid/course_requests/Course_Copy_Request_Form.aspx)

## ***How Do My Students Enroll in My Blackboard Course?***

Students are automatically enrolled into Blackboard courses when they are created. Dropping, as well as adding is updated twice daily throughout the term. *Faculty should avoid manually adding or removing students, as this will interfere with the automation process.*

## ***Getting to Your Blackboard Course***

When you first log into Blackboard, <http://blackboard.hartford.edu>, you will see your **My Blackboard** tab. This is your personal space in Blackboard – each person has their own **My Blackboard** tab. To access your Blackboard courses, click onto the course name under **My Courses**.



**Accessing Courses from the My Blackboard Tab**

## ***Course Availability – Unavailable vs. Available***

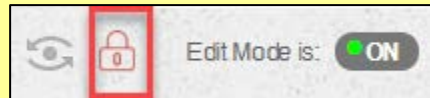
All courses are created by default as 'unavailable' to students (hidden from students, but accessible to the instructor). To change the availability within a course go to the **Course Management** area, under **Control Panel**:

- Click **Customization** to reveal the drop-down menu and then click **Properties**.
- Scroll to **Set Availability**.
- Select **Yes** or **No** and click **Submit**.

Your course is now available to students and will appear on their Blackboard Home Page.

**NOTE:** You can now set course availability within content areas

1. Click into any content area (e.g. Course Documents, Assignments, Course Information, etc.)
2. Click the lock icon in the upper right (between the Student Preview eyeball icon and the Edit Mode) to toggle Availability on or off (red is off).



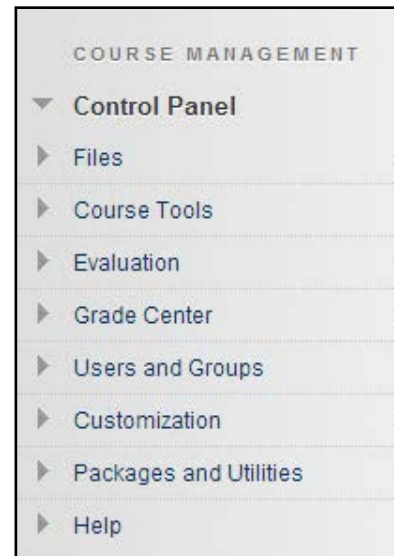
**Toggle Course Availability**

**NEW**

## ***The Control Panel: Your Menu for Building Blackboard Courses***

When you enter a course, you will see a column of menu items on the left side of the screen. Students use the top part as the course menu to access documents related to your course (syllabus, assignments, etc.), as well as to access course tools.

If you are an instructor, there is a column of menu items that appear below the course menu called the **Control Panel** (see image at right). From here you can access tools to build and modify your course. **Note: Students do not have access to the Control Panel.**



## ***Communicating with Students: Email and Announcements***

Blackboard includes a ready-made email distribution list for all students in your Blackboard class. Email in Blackboard is one way; users must read the email using their email programs.

### ***Using Email***

To send email within Blackboard, go to **Course Tools** → **Send Email** under the Control Panel. Select one of the options for recipients (all users, select users, etc.), then:

1. Enter a Subject and Message.
2. Select **Attach a File** if you wish to attach a file (optional).
3. Click **Submit**.

All email addresses in Blackboard are set to University of Hartford email. Although you can send email from your Blackboard course, you must exit Blackboard and read it using your regular email program (e.g., Outlook, Outlook Express, Webmail/Hawkmial, etc.).

## Adding an Announcement

1. From the main page of your course, click the **Announcements** menu item, then the **Create Announcements** button.
2. Fill in both the *Subject* and *Message* sections, and click **Not Date Restricted**.
3. Click **Submit**.
4. To modify an existing announcement, click on the chevron next to the announcement title and select **Edit**. From here you can make changes to the announcement and resubmit it.

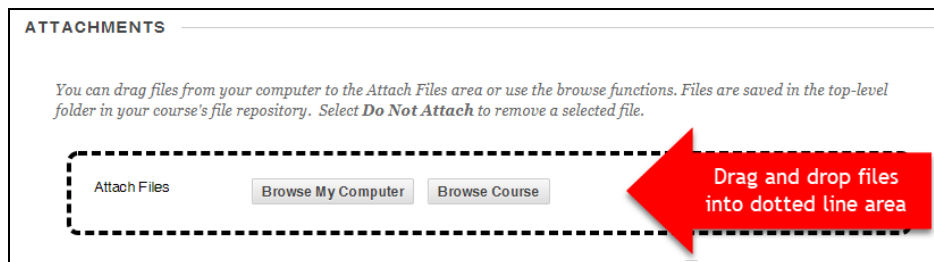
## Adding Course Content to your Blackboard Course

1. Enter a content area of your course (e.g., Course Information, Course Documents, etc.).
2. Point to **Build Content** and move down to select **Add Item**.



Options for Adding Course Materials to Content Areas

3. Enter a name for the item.
4. Choose a name color (black is always clear and easy to read).
5. Text: Enter a brief paragraph describing the file for your students.
6. *Attachments*: You need to tell Blackboard where to find the file you want to upload.
  - Click **Browse My Computer** to search your computer for the file you want to upload. A window opens showing you the files on your computer. If you have already uploaded the document to Blackboard, you can click **Browse Course**.
  - Select the file you wish to add by double clicking its name. The path name will appear next to *Browse*. Do not type in the box next to browse.
  - Alternatively, you can drag and drop your files into the dotted line area under attachments.



Drag and drop files into the dotted line area under Attachments

7. Under *Standard Options*, make sure **Permit Users to View this Content** is enabled.
8. Click on **Submit**. Blackboard will give you a receipt, letting you know the file was added. Your students should now be able to see the file.

Many instructors organize their course content using folders, creating one folder for each week of the term. All files that are uploaded to the course are saved automatically in **Course Files**. To view, modify or download files you have uploaded, go to **Files** under the Control Panel and click on the course ID for your course.

# Online Blackboard Help

Instructions and how-to videos are available from any screen in Blackboard for both you and your students (see image at right).

To find help, click the triangle icon next to your name at the top right of the page. Select the **Help** (question mark icon) at the bottom of the drop-down menu to find faculty and student links for support materials including written instructions, videos, quick guides, and other Blackboard information.

Instructors can also call FCLD at (860) 768-4661 or email at [fclid@hartford.edu](mailto:fclid@hartford.edu), or visit FCLD's website directly at <http://hartford.edu/fclid> and select the **Teaching with Blackboard** menu item.

If FCLD is unavailable to help, a quick 'Google' search will help locate answers to common Blackboard questions from other University websites.

Blackboard help for students can be found by clicking **Tools** from the student course menu and then selecting **Blackboard Help for Students**. Students can also call the Student Help Desk: (860) 768-4636, email [bbsupport@hartford.edu](mailto:bbsupport@hartford.edu) or go to <https://hartford.edu/studentbbsupport> for most frequently asked questions or to file a ticket.

Students and Instructors can also find help by clicking the **Technical Support** tab at the top of their Blackboard screen. This area gives most common areas to find assistance, as well as some technical alerts.

The screenshot shows the Blackboard interface with the 'Technical Support' tab selected. The navigation bar at the top includes 'My Blackboard', 'Faculty', 'Technical Support' (highlighted with a red arrow), 'Libraries', and 'Courses'. Below the navigation bar, there are three main columns of content:

- Student Technical Support**:
  - Student Blackboard Support**: [Blackboard Help Page](#), 860.768.4636 | [Email](#) | [Submit a Ticket](#)
  - General Technical Support (E-mail, Self-Service, etc)**: [Office of Technology Services](#), 860.768.4357 (on-campus) | 844.292.3213 (off-campus) | [ots@hartford.edu](mailto:ots@hartford.edu)
  - Other Support Resources**: [Campus Network Q&A](#), [Computer Support Center](#), [Telephone and Voicemail](#), [UHA Web](#)
- Faculty Technical Support**:
  - Faculty Blackboard Support**: 860.768.4661 | [Email](#) | [FCLD Website](#)
  - [Blackboard Instructions](#), [Blackboard Orientation Schedule](#)
  - General Technical Support (E-mail, Self-Service, etc)**: [Office of Technology Services](#), 860.768.4357 (on-campus) | 844.292.3213 (off-campus) | [ots@hartford.edu](mailto:ots@hartford.edu)
  - Other Support Resources**: [Banner Self-Service](#), [UofH Email Directory](#), [Faculty Development](#), [Instructional Technology \(FCLD\)](#)
- Technical Alerts**:
  - 10/23/17 - Blackboard utilizes pop-ups to open windows and tabs in order to view content external to Blackboard. In order to allow Blackboard to open pop-ups, users must either enable pop-ups within their browser, or allow Blackboard permissions to open pop-ups while keeping pop-ups disabled for other sites. Allowing pop-ups for Blackboard will fix the issue external websites not opening in a new tab or a new window.  
[Directions for Allowing Pop-Up Permissions for Blackboard](#)
  - 9/14/2017 - Blackboard Faculty and Students experiencing difficulty in viewing buttons, course lists, content, etc. should clear Browser cache and cookies. All users should also be sure Flash and Java are updated. Please see instructions below:  
[Directions for Clearing Cache](#), [Update Directions for Java 8](#), [Update Directions for Flash](#)
  - 9/1/2017 - Problems using Blackboard on Mobile devices? Blackboard has updated Apps. [Read the Mobile Support article](#).

The Technical Support Tab in Blackboard

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## Getting Help with Technology at the University of Hartford

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### **Faculty Center for Learning Development (FCLD)**

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

**Phone:** (860) 768-4661      **Email:** [fclد@hartford.edu](mailto:fclد@hartford.edu)

**Website:** <http://www.hartford.edu/fclد>

### **Student Blackboard Support**

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

**Phone:** (860) 768-4636      **Email:** [bbsupport@hartford.edu](mailto:bbsupport@hartford.edu)

**FAQ/Submit a Ticket:** <http://www.hartford.edu/studentbbsupport>

### **Office of Technology Services (OTS) Help Desk**

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

**Phone:** (860) 768-4357 (on campus) or (844) 292-3213 (off campus)

**Email:** [ots@hartford.edu](mailto:ots@hartford.edu)      **Website:** <http://hartford.edu/ots>

### **Media Technology Services (MTS)**

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

**Phone:** (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)

**Website:** <http://www.hartford.edu/mts>