

UNIVERSITY OF HARTFORD

FACULTY CENTER FOR LEARNING DEVELOPMENT

Staff Guide to Blackboard

Overview

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, flood), instructors should plan to use Blackboard to continue teaching.

Here are the steps for getting started using Blackboard:

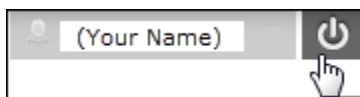
1. Get a University email account through Office of Technology Services, (860) 768-4357.
2. Contact FCLD for a Blackboard orientation session fcld@hartford.edu or (860) 768-4661.
3. Login into Blackboard: <http://blackboard.hartford.edu>
4. Upon login, you should see your courses listed on your Blackboard Home Page in the My Courses box. Enter a course by clicking on it.
5. Make sure your course is available to students.

How Do I Log In to Blackboard?

You must have a valid University of Hartford email account to log into Blackboard. If you don't have one, visit the Office of Technology Services in the Computer Center building, CC113. You must present proof of affiliation with the university (i.e. contract of hire, class schedule, or University ID card) to be issued an email account. You should be able to log into Blackboard within 24-48 hours of applying for an email account.

Logging in and out:

- Go to <http://blackboard.hartford.edu>.
- In the login text box, type the first part of your University of Hartford email (*jdoe* if your email is *jdoe@hartford.edu*).
- Your Blackboard password is initially set to the last four digits of your University ID.
- Click **Login**. You will now see your Blackboard Homepage.
- To log out, use the **Logout** button at the top right-hand corner of the screen, next to your name. It looks like a power button.



The Logout button

Getting to Your Blackboard Course

After you log into Blackboard, you will see your Blackboard Home Page. Each Blackboard user has a unique Home Page that can only be viewed by you.

My Blackboard Page

You probably want to explore the Tools menu. Under personal information, you will find a place to change your password (recommended).

Changing Your Blackboard Password

1. From your *Blackboard Home Page*, find the Tools menu at the left of your screen.
2. Select **Personal Information**.
3. Select **Change Password**.
4. Enter your new password twice.
5. Click **Submit** to save your changes.

Note: If you forgot your password, simply click on “Forget Your Password?” on the login page and Blackboard will send an email to your University of Hartford email address that contains a link which allows you to set a new password.

Online Blackboard Help

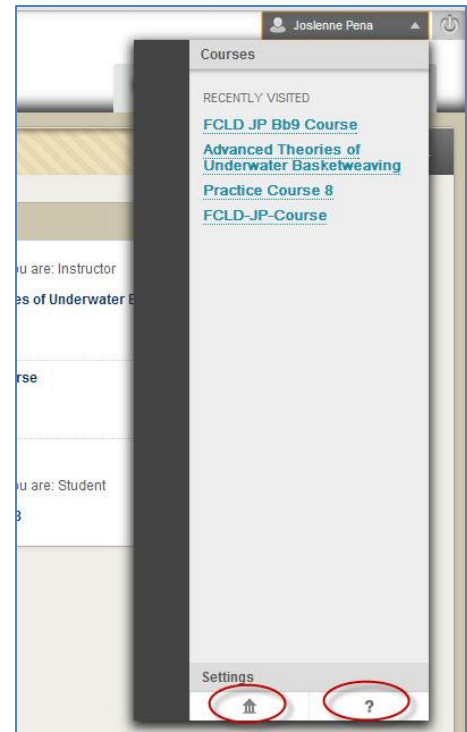
Instructions are available from any screen in Blackboard. Once you have signed into Blackboard, click near your name to pull down a tall menu. Select the “?” button at the bottom of that menu to call up the help screen, then choose the faculty link; that will take you to support materials, including videos, quick guides, and the FCLD website.

You can also call FCLD at (860)768-4661 or email at fcd@hartford.edu. Students should call (860) 768-4636, file a ticket at <https://hartford.edu/studentbbsupport> or email bbsupport@hartford.edu.

Help is also available from the **Control Panel** of your Blackboard course. When you click on **Help**, you see the following options:

- **Blackboard Help for Instructors** takes you to Blackboard Help, the official support site.
- **Contact Support** helps you email a support request to fcd@hartford.edu.
- **Video Tutorials** takes you to Blackboard’s On Demand Learning Center, which has many videos.

If these resources don’t answer your questions, remember, a quick ‘Google’ search can help you locate answers to common Blackboard questions from other University websites.



Blackboard and Email

Your email address in Blackboard is set to your University of Hartford email. Although you can send email from your Blackboard course, you need to read your email using your regular email program (e.g., webmail, or the email program to which you forward your webmail). To access webmail, go to <http://outlook.com/hartford.edu> and login using your email username and password. For information on forwarding your email to another address, go to http://hartford.edu/aboutuofh/finance_administration/ots/howto/default.aspx.

Nonacademic Courses in Blackboard

Any Blackboard page that is not connected with an official university course is called a nonacademic course. Nonacademic courses include pages for departments, majors, committees and clubs. To request a nonacademic course on Blackboard, please fill out FCLD's request form: http://hartford.edu/academics/faculty/fclد/course_requests/Course_Request_Form.aspx. Please note that we can only accept course requests from faculty and staff members.

Anyone who manages a course in Blackboard is called an instructor. You do not need to be teaching an official course to be given instructor rights in Blackboard. For nonacademic courses, we can enroll all undergraduate or graduate students from a particular major automatically if you provide us with the major code. The major code can be obtained from the department chair or the Registrar's Office. If you only want a select list of students or a faculty list, you will need to enroll them manually.

FCLD does not unenroll users from any courses. You will need to do this manually (at least once a year for "major" courses, when students graduate). Also, FCLD cannot enroll faculty members automatically, nor can we enroll students into club, group, or advisor courses. Instructors need to do this manually.

Academic Courses on Blackboard

Blackboard courses are set up automatically for all courses sixty days prior to the start of each term and remain up for just over a year. Instructors must be listed as the course instructor in the Banner computer system in order to access the course on Blackboard. Contact the Registrar's Office (860) 768-4999 or your department chair for help with getting listed as the official instructor.

Students are enrolled into academic courses automatically. Faculty should avoid enrolling or dropping students in Blackboard courses manually, as this interferes with the automated enrollment process. Instructors can add a teaching assistant or preceptor manually by going to **Users and Groups** → **Users** in the Control Panel. Please note that we cannot enroll students or staff into an instructor's course without permission of the instructor.

Course Availability – Unavailable vs. Available

All courses are created by default as 'unavailable' to students (hidden from students, but accessible to the instructor).

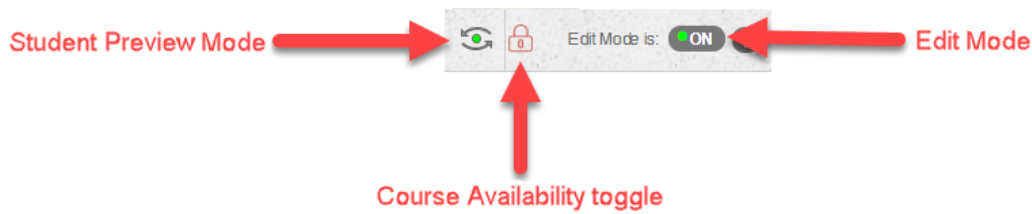
To change the availability of a course go to the **Course Management Area Control Panel**:

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

Basic Editing and Navigation Tools

Below are the basic buttons used to navigate Blackboard and access the course menus:

Student Preview Mode, the Course Availability toggle and Edit Mode appears on the upper right of every course page, with the exception of the Availability toggle, which does not appear on the Announcements page or other tool pages, but in all content areas (e.g. Course Documents, Assignments, etc.). To edit a course, Edit Mode must be ON. The OFF mode is useful for seeing the course the way students see it.



Downward facing arrows reveal dropdown menus. You might only find them when your mouse is hovered over them.



Double-sided arrows are used to move content. Click on it and hold it down to 'drag and drop' the item to a new location.



Sideways-facing a will open sub-menus in the 'working area' of your course (the area to the right of the course menu).

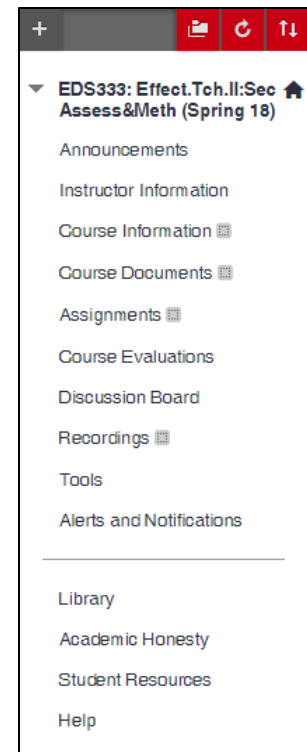
Basic Course Tools

The Course Menu

The default course menu includes tools, resources, and content areas.

Note: The grey tab just to the right will collapse and hide the menu.

- Announcements – Use this to communicate changes, new content or other messages. Can also be used to email students.
- Instructor Information – used to provide students with your contact information (phone number, office hours, email, etc.)
- Course Information – Typically provides links to syllabus, goals and objectives for the course, grading policies, rubrics, and textbook information.
- Course Documents – Post articles, sample projects, guidelines.
- Assignments – Links to course assignments and submissions.
- Course Evaluations – Direct link to WDYT Evaluations
- Discussion Board – Provides an interactive discussion area.



- Recordings – If you are using Echo360 to record lectures, the recordings will be posted here.
- Tools – Simply a menu link to student Tools.
- Library – A link to the university’s online catalogs and resources.
- Alerts and Notifications – Instructor and students can turn on alerts to get email notification of newly added or edit course content, submitted assignments, etc.
- Academic Honesty – Links to the University’s guidelines on Academic Honesty and information about SafeAssign, Blackboard’s plagiarism detection tool.
- Student Resources – Links to useful student information on the University’s website
- Help – Links to the Student Blackboard Help Page

The Control Panel – Your Access to Course Building Tools

As an instructor, there is an extra area displayed below that under the title **Course Management** called **Control Panel**. This is where you’ll find all of your tools, which are revealed when you click the associated arrow.

Files – central repository of all your course files

Course Tools – used to access communication and editing tools

Evaluation – course statistics, Early Warning tools and performance dashboard showing overview of student activity in course

Grade Center – the online grade book, which can be downloaded

Users and Groups – access and view course roster, create groups

Customization – menus for changing menu style, course colors, as well as making tools available (if you don’t see one that is mentioned in this guide)

Packages and Utilities – various tools for making course backups, coping course materials from a previous term, etc.

NOTE: Students do not have access to the Control Panel.



Enrolling Users in Your Course

Anyone who has a University email account will have access to Blackboard and can be enrolled in a Blackboard course. Please note that if you are enrolling brand new students or faculty, you may need to wait a day or two until their email is activated. If you do not know if the person has University email, you can search for it here:

http://ned.hartford.edu/whitepages/white_pages.html

Adding a User If You Know the Person's Username

- On the Control Panel, expand the **Users and Groups** section.
- Click **Users**.
- On the **Users** page, select **Find Users to Enroll**.
- Enter the username you want to enroll in the course. (This is the person's University of Hartford email username without the @hartford.edu). **Do not click Browse.**
- To add an additional user, put a comma after the first username you entered (without any spaces) and type in the next username.
- Select a **Role** and **Enrollment Availability** for the users.
- Click **Submit**.
- You may need to click the **Refresh** button on the right side of the screen to see the user appear in your course.

Adding a User If You DO NOT Know the Person's Username

- On the Control Panel, expand the **Users and Groups** section.
- Click **Users**.
- On the **Users** page, select **Find Users to Enroll**.
- Click on the **Browse** button to search for users.
- Click on the dropdown menus to search for the user by last name.
- Select the name and click **Submit** to enter the name into the Username textbox. **YOU STILL HAVE TO CLICK SUBMIT A SECOND TIME TO ENROLL THE USER.**
- Keep the role on Student.
- Click **Submit** to add the user.
- You may need to hit the **Refresh** button on the right side of the page to see the user appear.

IMPORTANT: Be careful when removing users from a course - if you accidentally remove someone who was supposed to be in the course, you will need to contact FCLD to re-add the user. **Instructors should not use this process to add students, as it interferes with the automatic add/drop process.**

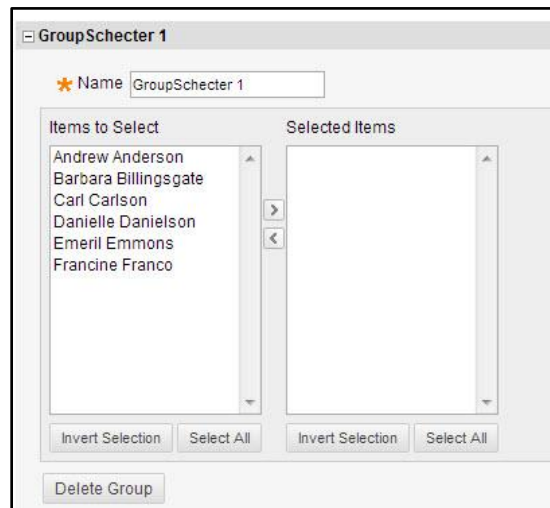
Creating Groups in Blackboard

If you have a large department or major course in Blackboard, you may want to organize the students into groups by advisor, major specialization, etc. This will give you the option to email specific groups of students when you need it.

Creating a group has two parts: first you create the groups, then you assign students to the group. To create groups in your course:

- In the **Control Panel** of your course, click on **Users and Groups** and then **Groups**.
- Point to **Create Group Set** in the Action Bar and select **Manual Enroll**.
- Give the groups a name. Blackboard will add a number to each group name (e.g. "Advising Group 1"). You can rename this later.
- Make sure **Group Available** is set to **Yes**.

- Decide which tools you would like to make available to each group.
- Under **Group Set Options**, select the number of groups you would like to create.
- Click **Submit**. A new window will open up, allowing you to choose members for each group.
- Click on **Remove Members already in a Group from the Available Members List**.
- Under each group below, click on a student's name and press the right arrow button to add the student to a group.



Adding students to a Manual Enroll Group

- When you have assigned students to each group, click **Submit** at the bottom of the page.
- Use the **Add Group** and **Delete Group** buttons to add or remove extra groups.

Editing Group Settings

To edit the settings for a single group, go to **Control Panel → Users and Groups → Groups**. Click on the arrow next to the group name and select **Edit**. From here, you have the following options:

- **Group Information:** Edit the group name, add a description, change the group availability.
- **Tool Availability:** Change which tools are available to the group, and decide which tools you want to include in the Grade Center.
- **Module Personalization:** Check **Allow Personalization** to let group members personalize their own group space.
- **Membership:** Add members to (or remove members from) the current group.

Adding an Announcement

Announcements are a quick way for instructors to communicate with students regarding the course. Announcements can be sent out as an email to all registered users in the course.

To create an announcement, go to the **Course Management** area under **Control Panel**:

1. Click **Course Tools** to reveal the drop-down menu and click **Announcements**, or simply select **Announcement** from the Student Menu.
2. Click **Create Announcement** and fill in both the *Subject* and *Message* sections.
3. Under options, choose whether or not to make the Announcements permanent (best-practice not to do so) or whether or not to add date restrictions. If you do not choose any dates, the message will display for seven days, starting the day you added it. After seven days, students can always review the announcements by scrolling down the Announcements page.
4. To send the announcement as an email to all users in the course, select the box next to *Send a copy of this announcement immediately*.
5. To modify or delete an existing announcement, click the arrow icon associated with that announcement and select Edit or Delete.

Communicating with Students: Email and Messages

Send Email

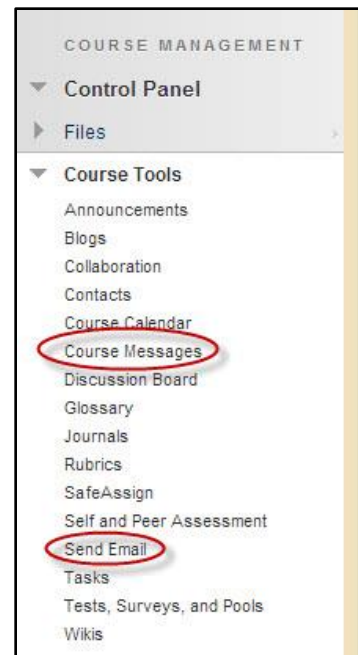
Blackboard includes a ready-made email distribution list for all students in your Blackboard course. Email in Blackboard is one-way, i.e., it is sent from Blackboard but students must read the email using own their email program. To send email within Blackboard, under **Control Panel**, click **Course Tools** to reveal the drop-down menu and click **Send Email**. Select one of the options for recipients (All Users, All Groups, etc.), then:

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

Messages

The Blackboard *Messages* tool provides a “Blackboard only” alternative to communicating with your students. Messages are sent and stored **only** within your Blackboard course. To send a message to members of your Blackboard course, under **Control Panel**, click **Course Tools** to reveal the drop-down menu and click **Messages**, then:

1. Click **Create Message**.
2. Click **To**, **Cc**, and/or **Bcc** and choose recipients.
3. Enter a Subject and a Message and click **Submit**.



Using Course Files to Add Content to your Blackboard Course

If you plan to upload a lot of files to Blackboard, you want to use **Course Files** instead of adding them one by one using “Add Item” or “Add File”. Course Files is a central file repository for Blackboard course files. Each Blackboard course has a file repository. Rather than uploading files directly to Course Documents or another Content Area, instructors can upload, organize and edit course materials right from Course Files. Students can only access files if the instructor creates links to them in Content Areas such as Course Documents, Course Information, etc. Used in conjunction with a related tool called Web Folder, an instructor can even edit and upload files directly from his or her computer desktop.

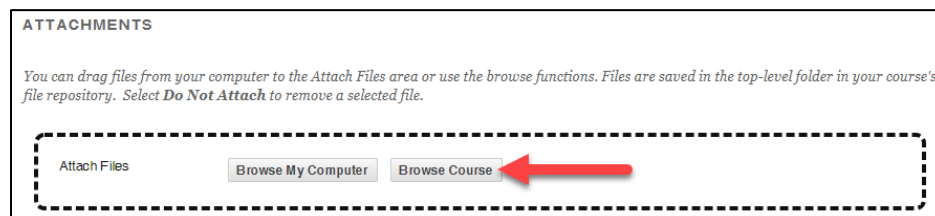
Uploading Files (to Course Files)

- Point to the **Upload** button on the Action Bar.
 - If you would like to upload individual files, select **Upload Files**. From there, you can drag and drop any files (or folders of files) that you would like to add to the course.
 - If you have a ZIP file of materials to add to the course, select **Upload Package**. This option will automatically unzip its contents, and create the same folder structure within Course Files.
- Click **Submit** to upload the files. Files can be in any format. Word, PDF, and Text files are easily opened by most students and maintain their format.

Linking Course Files to Content Areas (so students can access them)

When you add a file to your Course Files, you can add a link to it in any content area of your course. To do this:

1. Make sure *Edit Mode* is ON.
2. Click one of navigation buttons belong to Content Area such as **Course Documents**.
3. Click **Build Content** button.
4. Select **Item** under Build Content.
5. Type the name of material.
6. Type a brief description about the material or instruction for your students in the text box.
7. Click **Browse Course** to find the file. Alternatively, you can drag and drop a file into the box inside the dotted lines.



Click the **Browse Course** button to locate your document(s) within the Course Files Area

8. Select the file from Course Files.
9. You may select some options if necessary:
 - Permit Users to View the Content Item (If yes, students can access it.)
 - Track number of views (If yes, statistics will be recorded on student access.)
 - Select Date and Time Restrictions (If you don't specify dates, the file will go up the day you upload it and stay up for the duration of the course.)
10. Click **Submit**.

Always check your work by using the **Student Preview** button and clicking links as your students will be doing.



Click the **Student Preview** button to view the course as a student would

Uploading Course Files Directly (without using Course Files)

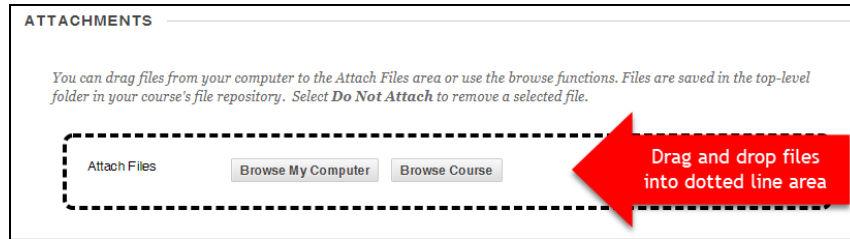
If you only plan to upload a few files, you can skip the Course Files step and just upload files directly to the content area. The steps are similar, but you would select Browse My Computer (see picture above) and attach a file, much as you attach a file to an email.

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.

Managing Course Content (e.g., moving, copying)

Posted content in your course has an arrow dropdown menu. Clicking this arrow reveals options to modify, copy, delete, and enhance that content item, as shown below.

Edit – modify the item.

Adaptive Release – can be used to trigger the release of course materials (e.g., 80+ on a quiz).

Set Review Status – uses a visual open/shut ‘eye’ icon to indicate whether a student has accessed the content item.

Metadata – catalog/record general information about the item.

Statistics Tracking/View Report – allow instructors to view statistics for that item (which student clicked on it and when).

User Progress – shows a dashboard of students’ progress for that particular item based on Review Status.

Copy – allows you to copy that item to another of your own Blackboard courses or a different place in the same course.

Delete – deletes the items from the course.



Other Tools for Building your Course

Quick Summary of Tools

For instructions on how to set up and use each tool listed, use the **User Guide** found in your Blackboard course under Help, or select the **Help** button at the top of the page once logged into Blackboard. FCLD has separate documentation on many of the specific tools or features that includes instructions, tips for integrating them into teaching, and best practices.



Options for Adding Course Materials to Content Areas

Build Content

Item – Add a file with a text description

File – Add a file without any description

Audio – Add an audio recording

Image – Add an image file

Video – Add a video file

Weblink – Post a link to a website

Learning Module – Add content as sequenced instruction

Lesson Plan – Instructional Design wizard for building step-by-step lessons

Syllabus – Create a modularized syllabus in Blackboard

Course Link – Create a link to somewhere else in the course

Content Packages (various) – Used to add advanced, premade learning objects

Content Folder – creates folders for content, used to organize course materials by week, content type, etc.

Blank Page – creates a blank page that you can create ‘on the fly’ (without uploading anything)

Module Page – creates a new module page, similar to the Alerts and Notifications page.

Tools Area – creates a link to a specific tool (e.g., blog, wiki, glossary, etc.)

Flickr Photo – add photos from Flickr, a website for sharing photos

SlideShare – add presentations from Slideshare, a website for sharing presentations (e.g., PowerPoint).

YouTube Video – add videos from YouTube, a website for sharing videos

Echo360 Cloud – links out to the Echo360 recordings area

Ensemble Video – links to media (audio and video files) housed on Ensemble

Echo360 Recordings – links to Echo360 recordings

Create Assessment

Test – create a graded online quiz or test, using a variety of question types and options

Survey - create an anonymous, non-graded online survey

Assignment – create a button for students to submit a specific assignment to you in Blackboard. Also includes the mechanism in which students can submit a specific assignment and have it checked by SafeAssign, Blackboard’s plagiarism detection tool.

Self and Peer Assessment – create an assignment for students to peer-review

Tools

Discussion Board – an asynchronous group communication tool used to discuss a specific topic. Participants post written items and use a reply button to create a threaded, discussion.

Blog – asynchronous group communication tool typically used to post one person's perspective and have others write short comments in response to it. Typically focuses on a specific topic.

Journal – a more private communication tool typically used by one student to write reflections. Only the instructor reads and comments on them.

Wiki – a collaborative writing tool used by many authors to jointly write a single document. The final product is a series of linked web pages that can span many topics.

Groups – create private group space for student's use. Each group includes a variety of tools such as chat, discussion, wikis, etc.

Publishers – Publishers you have activated for your course will appear here

Junction Education – Link to content from Junction Education

WileyPLUS – Link to content from WileyPLUS

Pearson's MyLab & Mastering (Content) – Link to content from Pearson

Bookshelf by VitalSource – Link to content from VitalSource here

Partner Content

Search for Textbook – search and post ready-made information about your text, including ISBN, whether it is required or not, and pricing.

Manual Entry Textbook – create your own textbook entry, by filling out a form.

Content Market – Search and link to publisher integrations here.

Getting Help with Technology at the University of Hartford

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:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

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

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 **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>