UNIVERSITY OF HARTFORD
FACULTY CENTER FOR LEARNING DEVELOPMENT

Emergency Faculty Guide to Blackboard

http://blackboard.hartford.edu

Blackboard is a Learning Management System. It provides you with a ready-made course template so you can put your courses on the Internet without having to be a computer programmer. This guide is designed to get you started with Blackboard in the unlikely event that the University is shut down for an emergency for a short period of time – less than two weeks.
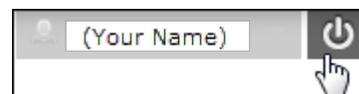
How Do I Log in to Blackboard?

You must have a valid University of Hartford email account to log into Blackboard. If you don't have one, visit the Help Desk on the main floor of Mortensen Library. 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.

To login:
- 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 of the screen.

Logout Button

Administration and Lifecycle of Blackboard Courses
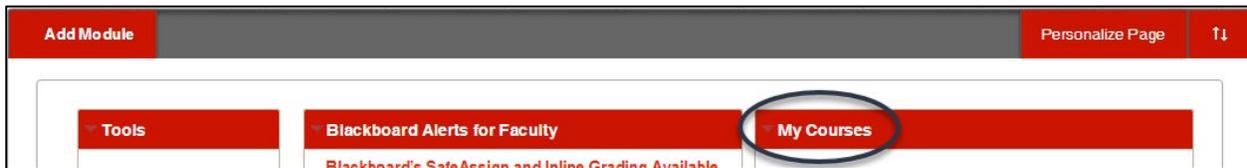### New Courses on Blackboard

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) 768-4594 or your department for help with getting listed as the official instructor.

➢ If you are teaching **multiple sections** of the same course and would like students from those sections enrolled into one Blackboard course, please fill out FCLD's multiple-section course request form: https://www.hartford.edu/faculty-staff/faculty/fcld/blackboard-course-requests-forms/multi-section-course-request-form.aspx

➢ Once you have built your course in Blackboard, you can reuse the course content each term by copying it forward.   Blackboard copying instructions may be found at: https://www.hartford.edu/faculty-staff/faculty/fcld/teaching-blackboard/forms/course-copy-request-form.aspx

Getting to Your Blackboard Course

When you first log into Blackboard, you will see your *My Blackboard* page. This is your personal space in Blackboard – students can't access it.   To access your Blackboard courses, click onto the course name under "My Courses."

Accessing Courses from the 'My Blackboard' Page

The Control Panel: Your Menu for Building Blackboard Courses

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

If you are an instructor, there is an extra column of buttons called the **Control Panel**. Each button contains menus you can use to build and modify your course. *Note: Students do not have access to the Control Panel.*
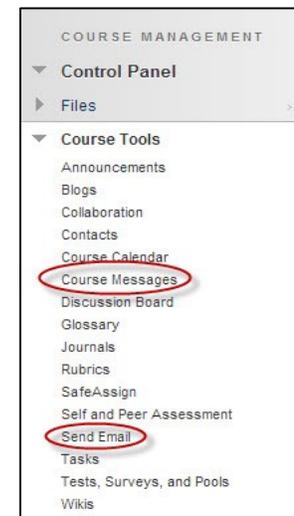
Communicating with Students: Email and Messages

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.   Enter your course and ensure Edit mode is on.

1. Under Control Panel, select **Course Tools**.
2. Select **Send Email** from the list.
3. Select **All Users** (or one of the other options).
4. Enter a Subject and Message.
5. Select **Attach a File** if you wish to attach a file (optional).
6. Click **Submit**.

Course Messages

The Blackboard *Course Messages* tool provides a "Blackboard only" alternative to communicating with your students. Messages are sent and stored **only** within your Blackboard course.

1. Under Control Panel, select **Course Tools**.
2. Select **Course Messages**.
3. Click **Create Message.**
4. Click **To**, **Cc**, and/or **Bcc** and choose recipients.
5. Enter a Subject and a Message and click **Submit**.
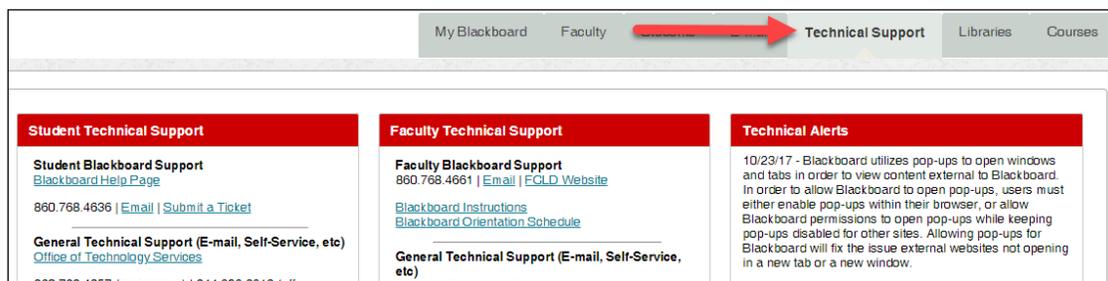
Online Blackboard Help

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 fcld@hartford.edu, or visit FCLD's website directly at http://hartford.edu/fcld 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 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 Technical Support Tab in Blackboard

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** button on the Action Bar, and 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.

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.

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:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

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

Information Technology Services (ITS) 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   **Email:** helpdesk@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) 768-4357   **Website:** http://www.hartford.edu/mts