

Frequently Asked Questions for Faculty

NOTE: To activate a hyperlink hold CRTL and click the topic title.

- 1. What do I need to do to enter Blackboard for the first time?
- 2. How do I access Blackboard?
- 3. Why doesn't my class show on my Blackboard Home page?
- 4. Which browsers can I use to access Blackboard?
- 5. How do I reset my CUNY Portal password?
- 6. How do I make my course available?
- 7. Why students don't see my course on their Blackboard Home page?
- 8. How do I copy course materials from previous semester into a new course?
- 9. How do I send an email to my students?
- 10. How do I upload / delete Syllabus?
- 11. How do I create, review and grade Assignment?
- 12. How do I create, review and grade SafeAssignment?
- 13. How do I use the SafeAssign Direct Submit function in my course site?
- 14. How do I add discussion forums to my course site?
- 15. How do I change my email address on Blackboard?
- 16. Why my Course Menu and Control Panel disappeared?
- 17. How can I add, edit and delete new areas to the course menu?
- 18. How do I access the Grade Center?
- 19. What's the difference between an "Item" and a "File"?
- 20. How do I see the list of students in my class?
- 21. Where can I get help on Blackboard?

Following each topic, you will find a brief Blackboard on Demand Movie¹ or video tutorial that will provide you with additional information.

For more information, visit <u>www.cuny.edu/blackboard</u>

¹ The versions of Blackboard on Demand Movie may have a different interface; however, the steps are the same.

1. What do I need to do to enter Blackboard for the first time?

If you are a CUNY student, faculty or staff member, a Blackboard/CUNYFirst account has been reserved for you. Before using it, you must first set the account up, specifying your account preferences.

To set up your Blackboard /CUNYFirst account follow the steps below.

1- In your web browser, navigate to https://bbhosted.cuny.edu



2- Click **New User** hyperlink at the bottom of the page.



3- Enter your first and last name, your date of birth and the last 4-digit of the Social Security number. Type the words you see in the box, separated by a space. Click on the **OK** button.

Acco	ount Activation	
Please provide the required information	in the following fields to activate your CUNY account.	
First Name*:		← 3
Last Name*:		
D.O.B. (mm/dd/yyyy)*:		
SS# (last 4 digits)*:		
Type the text Private	cy & Terms	
	ОК	

4- On the following screen select a question from each of the drop down menus, provide the answers and click **OK**.

	be used in the future for password cl		
Question 1*:	Please Select		
Answer*:			
Question 2*:	Please Select		
Answer*:			
Question 3*:	Please Select		
Answer*:			
Question 4*:	Please Select	•	
Answer*:			
Question 5*:	Please Select		
Answer*:			

5- Choose a password and enter it twice. It will provide your CUNYFirst login information.

CUNYFIRSt Fully Integrated Resources & Services Tool		ĊU Ny	The City University of New York
Choose a new password below. F Password*: Confirm Password*:	New Passw or password policy		lick here
*Denot	OK es required field		

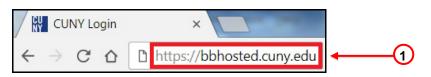
Note: Password must be at least 8 characters but not be longer than 13. It must contain at least 1 numeric character, 2 alphabetic characters and 1 uppercase letters. For details, please click here.

2. How do I access Blackboard?

Blackboard is a CUNY-wide system, which is accessible using your CUNYFirst username and password. These credentials may be different from your campuses' username and password. There are different ways you can use to access Blackboard.

To log in to Blackboard /CUNYFirst follow the steps below.

1- In your web browser, navigate to https://bbhosted.cuny.edu



2- Enter your CUNYFirst username in front of *@login.cuny.edu* and then your password. Click on the **Log in** button.

■B Log in wit	Dgin lackboard h your CUNY Login credent rname@login.cuny.edu and CUNYfirst Pas	
	Username	
	@login.cuny.edu	• (2)
	Password	
	Log in	

Note: Blackboard page will open with the **Home** tab active. Courses in which you are enrolled are displayed in the **My Courses** module.

3. Why doesn't my class show on my Blackboard Home page?

Every semester, courses in Blackboard are automatically created by extracting the information from the Registrar's database. For an instructor to have access to these courses on Blackboard, they must be made "Instructor of Record" for that course in CUNYFirst. If you are assigned by your department to teach a course and it does not show on **My Courses** module on your Blackboard **Home** page, please contact your department, or the Scheduling Office, or both, to verify that you are listed as "Instructor of Record" for that course in CUNYFirst.

Brooklyn College Human Resources Services must first enter/update your personal information into the CUNY database (CUNYFirst). Once this is done, Blackboard will automatically receive the data and you will be able to see and interact with the Blackboard course within 24 to 48 hours.

IMPORTANT: Non CUPS status will give you access to the Brooklyn College Portal (WebCentral) and Brooklyn College email, but it won't allow you to access CUNY Portal / Blackboard. To ask about your CUNYFirst status, please contact the Department or call Human Resource Services at (718) 951-5161.

4. Which browsers can I use to access Blackboard?



Microsoft Windows

	Internet Explorer 9	Internet Explorer 8	Firefox ESR ¹	Firefox (Final Release Channel) ²	Chrome (Stable Channel) ³
Windows XP (32-bit)	Unsupported	Supported	Supported	Supported	Supported
Windows Vista (32-bit)	Supported	Supported	Supported	Supported	Supported
Windows Vista (64-bit)	Supported	Supported	Supported	Supported	Supported
Windows 7 (32-bit)	Supported	Supported	Supported	Supported	Supported
Windows 7 (64-bit)	Supported	Supported	Supported	Supported	Supported

Apple Mac OS

	Safari 5.1	Safari 5.0	Safari 4.0	Firefox ESR ¹	Firefox4 (F inal Release Channel) ²	Chrome (Stable Channel) ³
Mac OSX 10.6 "Snow Leopard"	Supported	Supported	Supported	Supported	Supported	Supported
Mac OSX 10.7 "Lion"	Supported	Unsupported	Unsupported	Supported	Supported	Supported

5. How do I reset my CUNY Portal password?

In the case you have forgotten your password; you need to go to the CUNYFirst website to reset it. Please follow the procedures depicted below to learn how to change your CUNYFirst's password.

1- In your web browser, navigate to https://bbhosted.cuny.edu



4- On the following screen, answer the questions to reset your password. Click OK.

CUNYFIRSt Fully Integrated Resources & Services Tool		CU Ny	The City University of New York
	questions to reset y		

5- Choose a new password and enter it twice. A confirmation message will appear with your CUNYFirst User ID and Employee ID.

CUNYFICS Fully Integrated Resources & Services		CU Ny	The City University of New York
Choose a new password belo Password*:	SE New Pass		lick here
Confirm Password*:	OK Denotes required field		

- 6- In your web browser, navigate again to https://bbhosted.cuny.edu
- 7- Enter your CUNYFirst username in front of *@login.cuny.edu* and then your password. Click on the **Log in** button.

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	h your CUNY Login credent rname@login.cuny.edu and CUNYfirst Pas	
	Username	
	@login.cuny.edu	 -7
	Password	
	Log in	

6. How do I make my course available?

All course sites are created **"unavailable**" by default at the beginning of each semester. Until the instructor makes a course available, students or visitors cannot view it. Courses that have not yet been made available on the system will have the **(not currently available)** label appear next to the course title in the **My Courses** module.

To make a course available follow these steps

- 1- In the Control Panel area, click the Customization link.
- 2- Press on **Properties** link to open the Properties page.
- 3- In the Set Availability section, select the "Yes" radio button.
- 4- Click Submit when done.

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Bkiyn Bb Announcements Syllabus Course Documents	★ Indicates a required field.	Cancel Submit
Assignments Discussion Board Contact Tools Groups Help	1. Name and Description ★ Course Name Bitkyn Bit Course ID Course ID CT Description	
COURSE MANAGEMENT Control Panel Content Collection		Character count: 0 🏒
Course Tools Evaluation Grade Center Users and proups Customization	2. Classification Subject Area Education Discipline Higher Education	
Enrollment Options Guest and Observer Access Properties Guick Setup Guide Teaching Style Tool Availability	3. Set Availability Make Course Available	

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Watch the "Making your Course Available" Blackboard on Demand Video Tutorial: <<u>http://ondemand.blackboard.com/r91/movies/bb91_course_customization_set_course_availability.htm</u>>

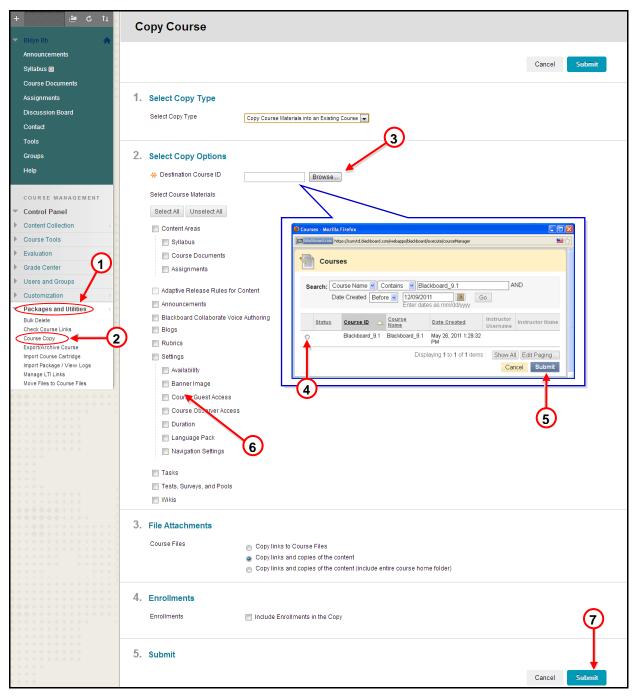
7. Why students don't see my course on their Blackboard Home page?

(Please review previous question)

8. How do I copy course materials from previous semester into a new course?

To copy course content from previous semester follow these steps.

- 1- In the Control Panel, click **Packages and Utilities**.
- 2- In the submenu, click Course Copy.
- 3- Click **Browse** button to find the destination course.
- 4- In the new window, find the course you wish to copy materials into and select the radio button.
- 5- Click **Submit**.
- 6- Select all boxes you wish to copy into the new course.
- 7- Click Submit.



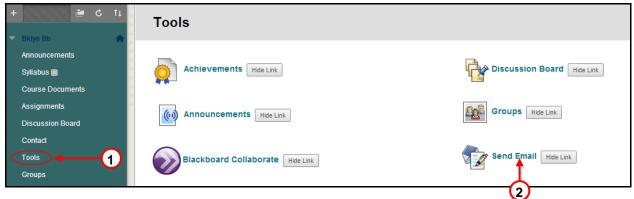
NOTE: DO NOT select Enrollments

9. How do I send an email to my students?

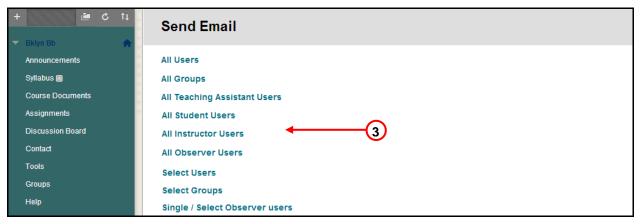
Instructors can use the Blackboard course site to communicate with students in the course by using the **Send Email** feature.

To send an email

- 1- Click the **Tools** content area.
- 2- Select the Send Email hyperlink.



3- Select the group you want to send the email to by clicking on the respective link.



- 4- Enter the subject and message of your email.
- 5- Click Submit.

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Users and Groups	A copy of this email will be sent to the sender.	(5)
Customization	Attachments Attach a file	I
Packages and Utilities		
Help	2. Submit	Cancel Submit

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Watch the "Sending Email" Blackboard on Demand Video Tutorial: http://ondemand.blackboard.com/r91/movies/bb91_student_sending_email.htm

10. How do I upload, edit and delete Syllabus?

To upload a syllabus or any other type of document such as: Word, PDF, PowerPoint, Spreadsheet or image do the following

- 1- Turn the Edit Mode ON.
- 2- Click on the **Content Area** you wish to add the file.
- 3- Hover you mouse over the Build Content Action Link button.
- 4- Under Create column click the Item link.

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Discussion Board	Audio	Blank Page	
Contact	Image	Mashups	
Tools Groups	Video Web Link	Flickr Photo	
Help	Web Link	YouTube Video	

- 5- Complete the **Content Information** fields.
- 6- In the Attachments section, click Browse My Computer to locate the file you want to upload.
- 7- Click Submit.

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Watch the "Adding Content Areas" Blackboard on Demand Video Tutorial: <<u>http://ondemand.blackboard.com/r9/movies/Bb9_Course_Content_Add_Content_Area_Item.htm</u>>

To edit and delete Syllabus

- 1- Hover you mouse over the Item (Syllabus) and click on the arrow.
- 2- Select the option (edit or delete) from the dropdown list.

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11. How do I create, review and grade an Assignment and SafeAssignment?

Instructors can create an assignment in Blackboard as a way for students to submit course work. A column is automatically created for each assignment in the Grade Center.

To create an Assignment

- 1- Turn the Edit Mode ON.
- 2- Click on the **Content Area** you wish to create the assignment.
- 3- Hover you mouse over Create Assessment Action Link button.
- 4- Click Assignment option from the dropdown list.

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Discussion Board	Assignment 4 Mobile Compatible Test
Contact	
Tools	
Groups	
Help	

- **5-** Enter the name and instructions for the assignment.
- 6- If you want to attach a document for the students to read click on the **Browse My Computer** button.
- 7- Enter points possible for this assignment.

8- Set the options you desire in the Availability section.

9- Click Submit.

Syllabus > Create Assig	nment		Edit Mode is: 01 ?
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Content Collection			
Course Tools	3. Grading		
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*****	5. Due Dates		
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0 + + + + + + + + + + + + + + + + + + +	7. Submit		Cancel Submit

Note: When an Assignment is created, a Grade Center column is added automatically.



Watch the "Creating Assignments" Blackboard on Demand Video Tutorial: http://ondemand.blackboard.com/r9/movies/Bb9_Course_Content_Create_Assignments.htm

To review students' assignments

- 1- In the Control Panel area, click Grade Center, and then Full Grade Center.
- **2-** Locate the column for the assignment. It should have the same name you entered when you created the assignment.
- 3- Hover your mouse over the cell where the column matches with the student name and click the **Action Link** button.
- 4- Click the Attempt option.

+ 🖆 C 14	Grade Cent	ter : Full Grade Cen	ter 🛇			
Announcements	Create Column	Create Calculated Column 🗸	Manage 🗸 🛛 Reports 🗸		Filter Work Off	line 🗸
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Assignments	Grade Information Bar			Last Sa	aved:December 30, 2013 1:11	1 PM
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Needs Grading Full Grade Center Assignments	1	* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * * * * * * * * * * *	***************************************	* * * * * * * * * * * *	· · ·
Tests						

To grade students' assignments using the Inline Annotation tool

- 1- Click **Comment** in the toolbar to expand the annotation tools.
- 2- Select an annotation tool and comment, edit, highlight and draw in the document.
- 3- Enter the grade in the Attempt and the Feedback.
- 4- Click Submit.

Grade Assignment: Assignment 1		
	J	ump to Hide User Names Refresh
User: Domingo Student (Attempt 1 of 1) 🕢 View: Full Grade Center		Exit < 1 of 1 >
	codoc « Assignment D	ietails ~ > 🐉
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This enhibition, co-organized by The Masseum of Modern Art, The Menil Collection, Rouston and The Art Institute of Chicago, is the farst to focus enclusively on the breakfarough Surrealis	3 ^{113 1.11 P}	/100
years of Bonel Magnitte, creator of some of the 20th constay's most extraordinary images. Beginning in 1526, when Magnitte first simed to overse paintings that would, in his words, "Mallenge the real world," and conclusting in 1050—a historically and hisgenphically signific normant just prior to the outbreak of World War ID—the exhibition incom conital strategies and themas from the most investive and experimental period in the artist's prolific carees. Displacement, transformation, metamorphosis, the "mismaning" of objects, and the representations of visions seen in half-worling status are among Magnite's innovative image- making taction during these essential years.	FEEDBACK -	SHOWN TO LEARNER
Bringing together some 80 paintings, collages, and objects, along with a selection of	Add Notes	
photographs, periodicals, and early commercial work, the exhibition office fresh insight into Magnite's identity as a modern painter and Surecalist artist. A richly illustrated catalogue		•
neighter i meanty as a moment painter and storeauxit artist. A reasy manuater canacigue accompanies the ethibition.		Cancel Save Draft Submit
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Watch the "Inline Assignment Grading" Video Tutorial: <<u>http://www.youtube.com/watch?feature=player_embedded&v=3X9Rerz0VX0#t=57></u>

12. How do I create, review and grade SafeAssignment?

Instructors can create an SafeAssignment in Blackboard as a way for students to submit course work.

A column is automatically created for each assignment in the Grade Center.

To create a SafeAssignment

- 1- Turn the Edit Mode ON.
- 2- Click on the Content Area you wish to create the assignment.
- 3- Hover you mouse over Create Assessment Action Link button.
- 4- Click Assignment option from the dropdown list.

	Assignments				Edit Mode is:	ON
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	Groups					
	Help					

- 5- Enter the name and instructions for the assignment.
- 6- Enter Points Possible for this SafeAssignment.
- 7- Under Grading, click Submission Details to expand it.

8- With Submission Details expanded, select Check submissions for plagiarism using SafeAssign.
a. If you want student to be able to see the SafeAssign report, select Allow students to view SafeAssign originality report for their attempts.

b. If this is a draft assignment, selects Exclude submissions from the Institutional and Global References Database.

GRADING					
* Points Possible		6)		
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Assignment Type	Individual Submission				
	 Group Submission 				
	 Portfolio Submission 				
Number of Attempts	Single Attempt 🔹				
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😸 Include in Grade Center gra	ading calculations				
Show to students in My Gra	des				
Show Statistics (average ar	nd median) for this item to St	udents in My Grades			

9- Click Submit.

Note: When a SafeAssignment is created, a Grade Center column is added automatically.

To review and grade students' SafeAssignments

- 1- In the Control Panel area, click Grade Center, and then Full Grade Center.
- 2- Locate the column for the assignment. It should have the same name you entered when you created the assignment.
- 3- Hover your mouse over the cell where the column matches with the student name and click the **Action Link** button.
- 4- Click the Attempt option.

+ C 1	Grade Center : Full Grade Center 🛇
Bkiyn Bb test Announcements	Create Column Create Calculated Column × Manage × Reports × Filter Work Offline ×
Syllabus	2
Course Documents	Move To Top Email & Sort Columns By: Layout Position & Order. Ascending &
Assignments	Grade Information Bar Last Saved December 30, 2013 1:11 PM
Discussion Board	🖬 Last Name First Name SafeAssignmer
Contact	Student Domingo
Tools	Selected Rows: 0 View Grade Details Icon Legend
Groups	Exempt Grade
Help	Edit Rows Displayed
COURSE MANAGEMENT	
 Control Panel 	
Content Collection	
Course Tools	
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Needs Grading Full Grade Center Assignments	-①
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- 5- Click on SafeAssign to view the SafeAssign report button.
- 6- Press the View Original Report button.
- 7- Type a grade and comments.
- 8- Click Submit.

Grade Assignment: SafeAssign	
	Jump to Hide User Names Refresh
Vewing 1 of 1 goddele litems	Exit
 R. Comment Decomment Decomme	Preventity Asignment Details

13. How do I use the SafeAssign Direct Submit function in my course site?

- 1- Logon to Blackboard.
- 2- Go to the course site to which you will submit a paper for plagiarism detection.
- 3- From the Control panel, click the **SafeAssign** link in the Organization Tools area.
- 4- Choose the Direct Submit link.

Home Courses		
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×Blackt 9.1 ×	SafeAssign	
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Course To Is Announcer ints Collaboration Contacts	» DirectSubmit 4 Manage and submit papers to the SafeAssign service.	
SafeAssign > Course Galery Discussion Board Glossary		

- 5- Press the Submit A Paper button.
- 6- Select the first box (Submit as draft) within the submission Options.
- 7- Click the Choose File (Browse) button to post a document from your computer or paste the paper response in the submission box.
- 8- Click the **Submit** button.

)—	Submission Options Submit as draft (do not add papers to Institutional Search Database) Skip Plagiarism Checking (only add papers to Institutional Search Database)
	File Upload
	 Upload File *File To Attach Choose File No file chosen Acceptable File Formats: .zip, .doc, .docx, docm, .ppt, .pptx, .odt, .txt, .pdf, .rtf and .html Copy/Paste Document *Paper Title *Paper Text
	Submit

9- The Checking process will take few minutes. Please refresh the page and then press the **SA Report** icon to review the results.

14. How do I add discussion forums to my course site?

To add a discussion Forum

Discussion Board forum is the place where the conversation happens online. A forum usually poses a question to the class. To create e forum, follow these steps.

- 1- In the Course menu, click Discussions.
- 2- Click the Create Forum button.

+ C 11	Discussion Board
 Bkiyn Bb test Announcements 	Create Forum Search
Syllabus	
Course Documents	No items found.
Assignments	and terral feature
Discussion Board Contact	<u> </u> ①

- **3-** Enter the Forum name and instructions.
- 4- Select the appropriate options for availability and settings.
- 5- Click Submit.

	Create Forum		
Assignments Discussion Board Contact Tools Groups	Indicates a required field. Forum information Name Description T T Anat · :	(12p0 · T · Ξ · Ξ · ⊅ · Ø Ø	Cancel Submit
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B. (1)		 Standard View Participants must create a thread in order to view other threads in this forum. 	
		No Grading In Forum Grade Discussion Forum: Points possible: Grade Discussion Forum: Points possible:	
	Subscribe	O Do not allow subscriptions. Allow members to subscribe to threads Allow members to subscribe to forum I include body of post in the email I include hot post:	
		Allow Anonymous Posts Allow Author to Delete Own Posts Allow Author to Evelte Own Posts Conceptions Allow Author to Edit Own Published Posts Allow Author to Evelte New Threads Allow Kendbarments Allow See Reply with Quote	
	Additional Options	Force Moderation of Posts Allow Post Tapging Allow Members to Rate Posts	5
	4. Submit		Cancel Submit



Watch the "Creating a Forum" Blackboard on Demand Video Tutorial: http://ondemand.blackboard.com/r9/movies/Bb9_Discussion_Board_Creating_a_Forum.htm

15. How do I change my email address on Blackboard?

Only one email address can come into Blackboard. Therefore, the email address that is active in the CUNY portal is brought into the Blackboard system. If this address is not the one you use, you can now change it **ONLY** to a **CUNY RELATED EMAIL ADDRESS** in Blackboard.

1- In the Home tab, navigate to the Tool module and click on the Update Email link.

▼ Tools	
Announcements	
Calendar	
Tasks	
My Grades	
Personal Information	
Update Email	
Goals	
Enterprise Surveys	
Goal Performance	

- 2- Enter the new Email twice.
- 3- Click Submit.

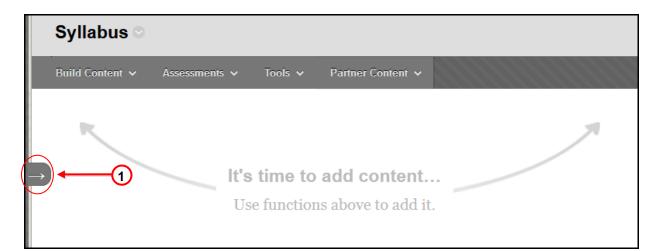
Home Courses		
Update Email		
Update Email	2	3
★ Indicates a required field.		Cancel Submit
1. Enter Email		
🗙 Enter Email		
🗙 Re-Enter Email		

Note: This *will not* change the email address used in the CUNY Portal or any other CUNY system. It will ONLY change the email used by Blackboard system.

16. Why my Course Menu and Control Panel disappeared?

The course menu in the left of your Home page can be hidden temporarily by clicking the left arrow found between the course menu and the main content area. To display the course menu again, point to the items to reveal the arrow (which now faces right) found in the left-most side of the page.

1- Point to the arrow to bring the Course Menu back.



2- Click arrowhead to expand the content frame.

+ 🗎 🖆 C 11	Syllabus 오
T Bklyn Bb	Build Content v Assessments v Tools v Partner Content v
Announcements	Build Content V Assessments V Tools V Partner Content V
Syllabus 🎟	
Course Documents	R A
Assignments	
Discussion Board	It's time to add content
Contact	
Tools	Use functions above to add it.
Groups	
Help	

17. How can I add, edit and delete new areas to the course menu?

Content areas in the course are places where you can put course content. They are displayed in the course menu on the left of the course page. You may want to add other content areas and tool links that you think will be helpful to the teaching process.

To add a Content Areas (Course Menu items) to a Course

- 1- Turn the Edit Mode ON.
- 2- From the Course menu, hover your mouse over the "Plus" to button and in the list that appears, click on Create Content Area/ Tool link item.
- 3- Type the name of the content area/ tool link.
- 4- Set the availability by checking the box below, and click Submit.

Announcements	1 Edit Mode is: ON?
+ - 2 🖆 C tu Content Area	Announcements
Module Page Blank Page	Create Announcement 1
Tool Link	Add Content Area s line
Web Link	* Name: 3
Course Link	Available to Users
Subheader Divider	Cancel Submit

To Delete and change the Content Area display order

- 1- Turn the Edit Mode ON.
- 2- To change the order of items, point to the link to reveal the *handle* button (the vertical double-headed arrow)
 1 and drag it up or down to where you want this area to be.
- To delete a content area, Point to the link to reveal the Action Links (chevron) on the right of the area and select **Delete** on the list.
- 4- Confirm by clicking OK.



Note: A small dotted rectangle next to the name of the content area/course menu shows that the content area is empty.



Watch the "Editing the Course Menu" Blackboard on Demand Video Tutorial: <<u>http://ondemand.blackboard.com/r9/movies/Bb9_Course_Environment_Edit_Course_Menu.htm</u>>

18. How do I access the Grade Center?

- 1- In the Control Panel area, click the Grade Center link.
- 2- In the pull-down submenu, click Full Grade Center.

Li C 1	Grade Cent	ter : Full C	Grade Center ☉			
Bklyn Bb test 🛖	Create Column	Create Calcul	ated Column 🗸 Manage 🗸 R	et		Filter Work Offlin
Syllabus						
Course Documents	Move To Top	Email 😸		Sort Co	olumns By: Layout	Position 😸 Order: 🔺 Ascending 🗞
Assignments	Grade Information Bar					Last Saved:December 30, 2013 2:24 P
Discussion Board	Last Name	First Name				· · · · · · · · · · · · · · · · · · ·
Groups	Demo	Faculty8	October 30, 2013			
Help	Student	Domingo	December 30, 2013 🕗			
COURSE MANAGEMENT Control Panel Content Collection Course Tools Evaluation Grade Center Needs Grading Full Grade Center Assignments	Move To Top	Email 📎				Icon Lega

19. What's the difference between an "Item" and a "File"?

In almost all cases, you want to use the Item choice.

When attaching an **Item**, an instructor can enter additional information such as description or text to the student. **Item** also allows you to attach more than one document into the same page.

The **File** function allows you to attach only one document and does not have the option to provide any instruction or information for student.

20. How do I see the list of students in my class?

- 1- In the Control Panel area, click the Users and Groups link.
- 2- In the pull-down submenu, click Users.

+	Users		
Bklyn Bb test Announcements	Find Users to Enroll		
Syllabus Course Documents	Search: Username - Not blank - Go		
Assignments Discussion Board	→ Remove Users from Course		Refresh
Groups Help	Username First Name Last Name Email	Role Observer	Available
COURSE MANAGEMENT	Image: Second system John Smith JS@brooklyn.cuny.edu	Student	Yes
Control Panel	Image: Second	Instructor	Yes
Content Collection Course Tools Evaluation	Image: Second state state 20021102907500731290 Robert Gonzalez RAG@brooklyn.cuny.edu	Student	Yes
Grade Center Users and Groups	→ Remove Users from Course		Refresh
Groups 2		Displaying 1 to 9 of 9 items Show All	Edit Paging

21. Where can I get help on Blackboard?

Classes are not showing up on my Blackboard

- Blackboard course sites are automatically created for every course prior to the beginning of the semester. Instructors who do not see their Blackboard courses should contact the department and ask to add them as the instructor of record in CUNYFirst.
- New faculties will need to verify if their information is in the CUNY database (CUNYFirst) by contacting the department. Once Human Resources enter they information in the system, they should wait for access within 24 to 48 hours after they have been listed CUNYFirst.

For more information or one-on-one Blackboard overview, please contact:

Carlos A. Cruz (*Multimedia/Instructional Design Specialist and Blackboard Support*) Telephone: (718) 951-4667) E-mail: < <u>CarlosA@brooklyn.cuny.edu</u> >

Please, include in your email the following information:

- a- Your full name
- b- Your phone number
- c- Your email address
- d- Description of the issue