Brooklyn College
Library and
Academic IT

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?

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

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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 Movie[1] or video tutorial that will provide you with additional information.

For more information, visit www.cuny.edu/blackboard

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[1] The v*ersions 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.

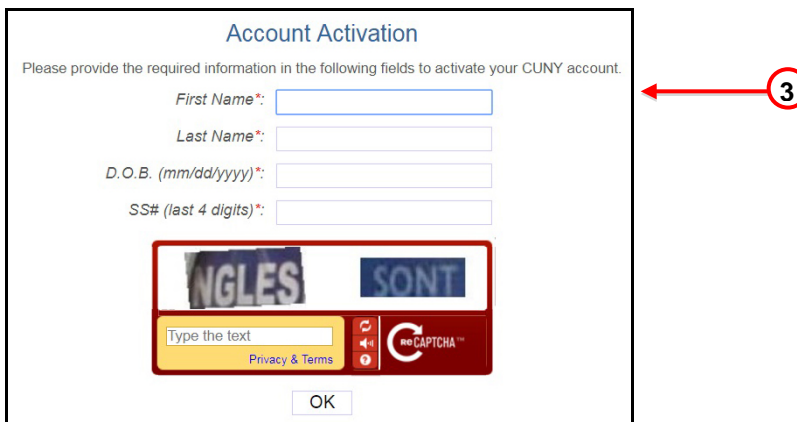**To set up your Blackboard /CUNYFirst account follow the steps below.**
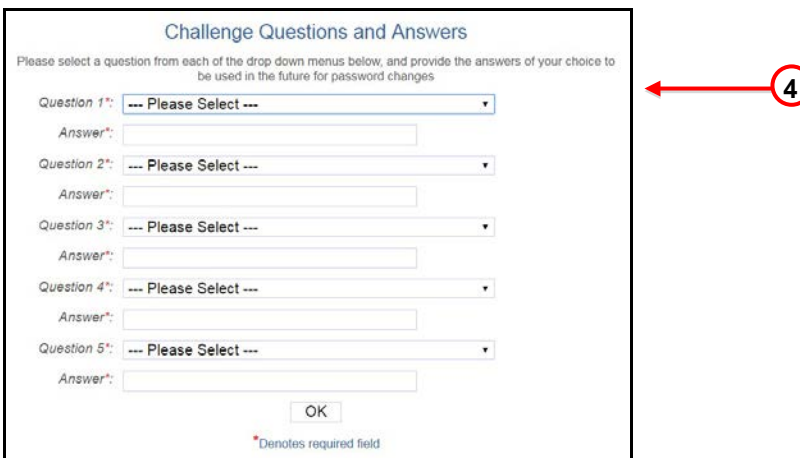
1- In your web browser, navigate to https://bbhosted.cuny.edu
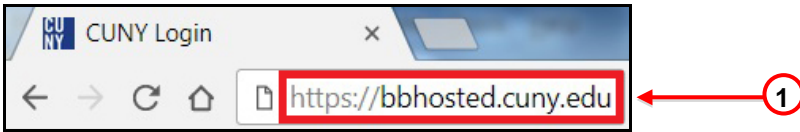
2- Click **New User** hyperlink at the bottom of the page.
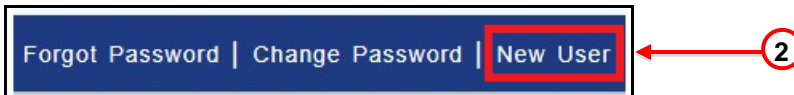
3- Enter your first and last name, your date of birth and the last 4-digit of the Social Security number. Type the words you see in the box, separated by a space. Click on the **OK** button.

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

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

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.

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 (Final 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
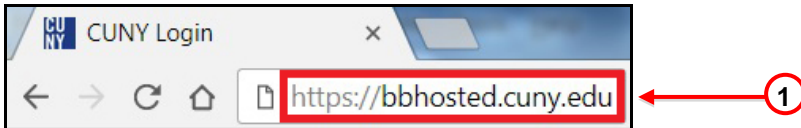
2- Click **Forgot Password** hyperlink at the bottom of the page.

3- Enter your CUNYFirst User ID or Employee ID. Press **OK**.

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

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

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.

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.

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

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.
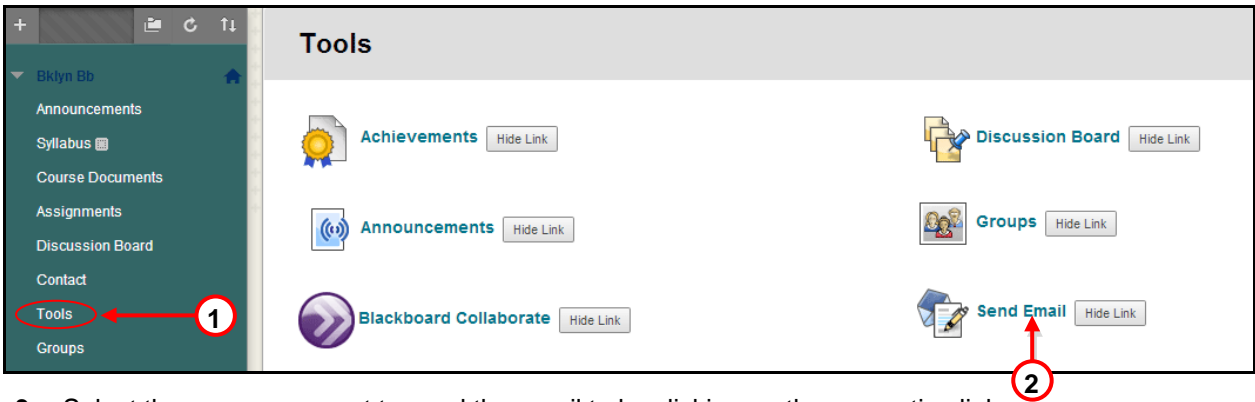7- Click **Submit**.

NOTE: DO NOT select Enrollments
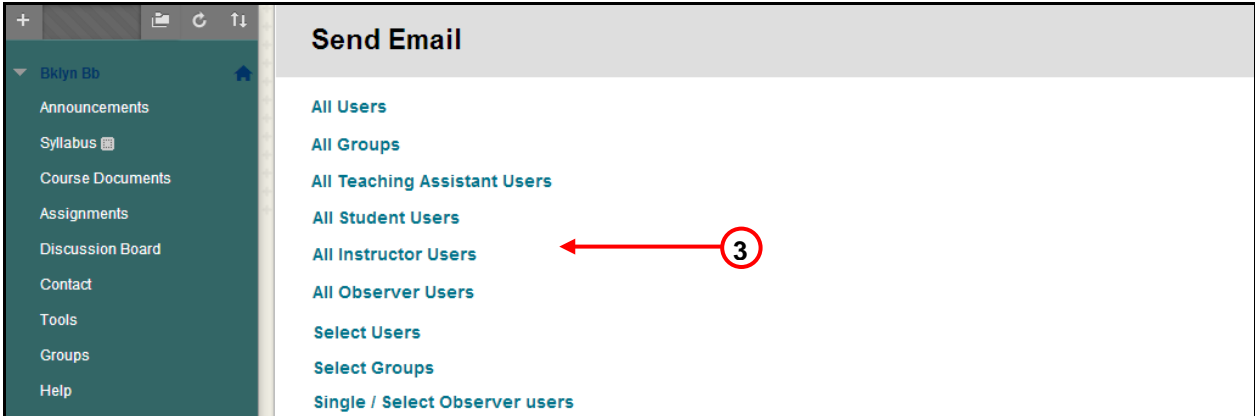
9. How do I send an email to my students?

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.
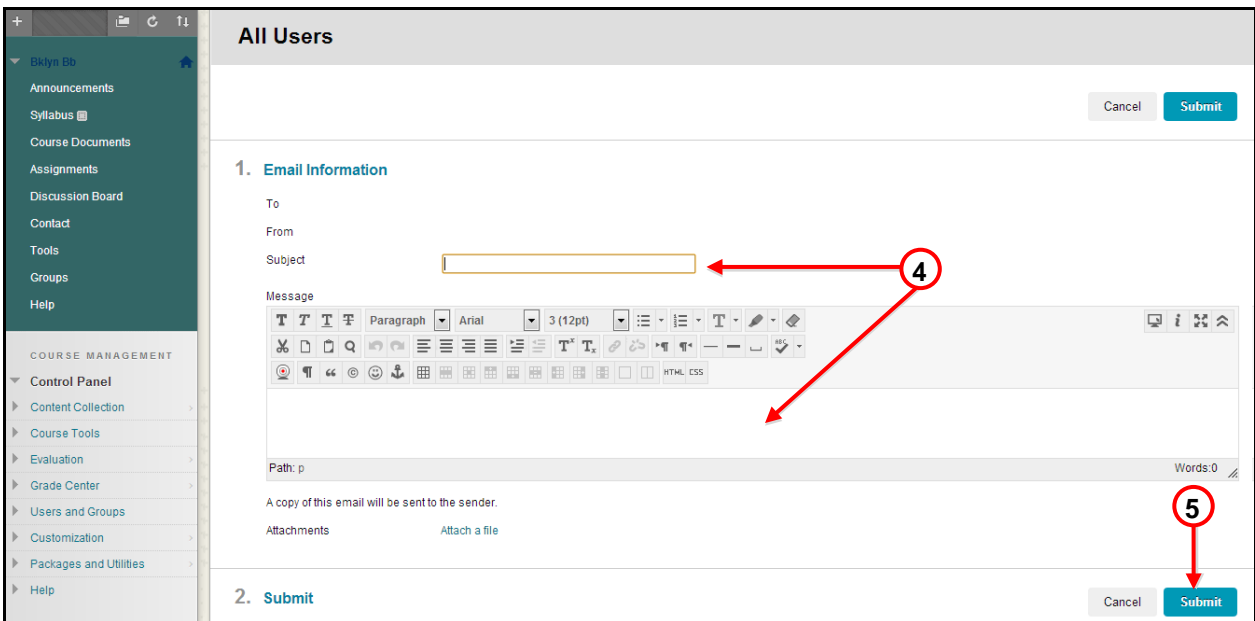**2-** Select the **Send Email** hyperlink.

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**.

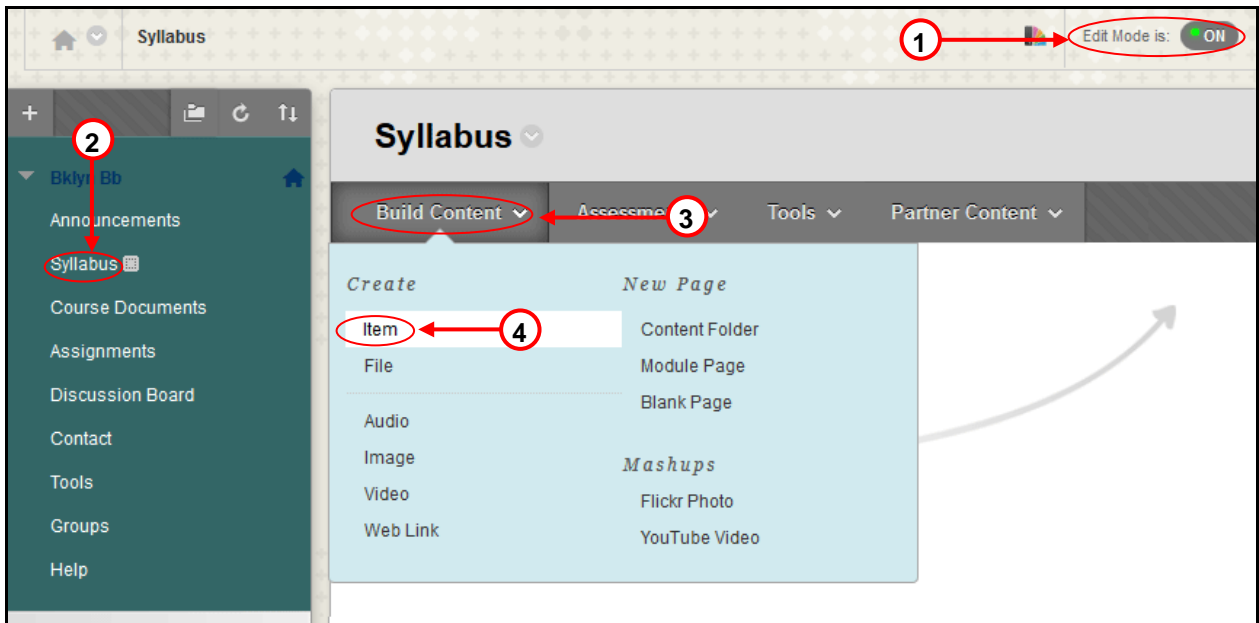 Watch the "Sending Email" Blackboard on Demand Video Tutorial:
<http://ondemand.blackboard.com/r91/movies/bb91_student_sending_email.htm>

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.

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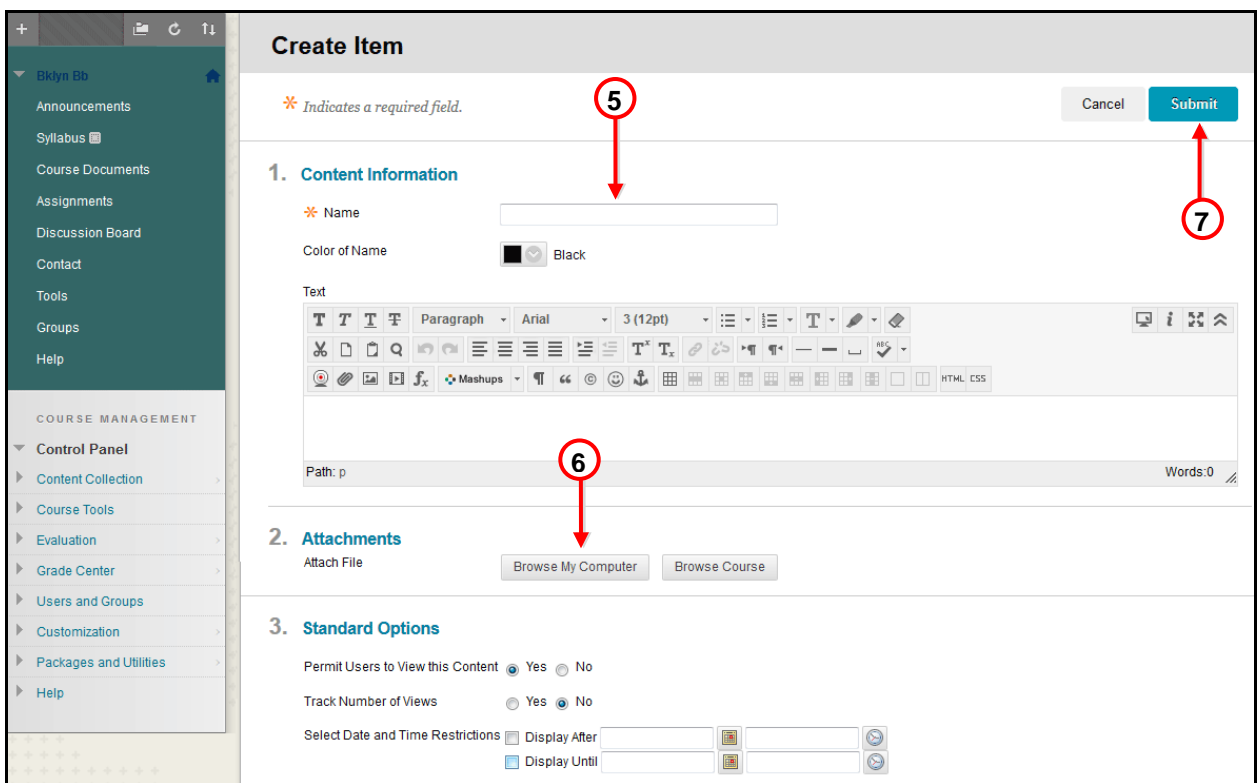
Watch the "Adding Content Areas" Blackboard on Demand Video Tutorial:
<http://ondemand.blackboard.com/r9/movies/Bb9_Course_Content_Add_Content_Area_Item.htm>

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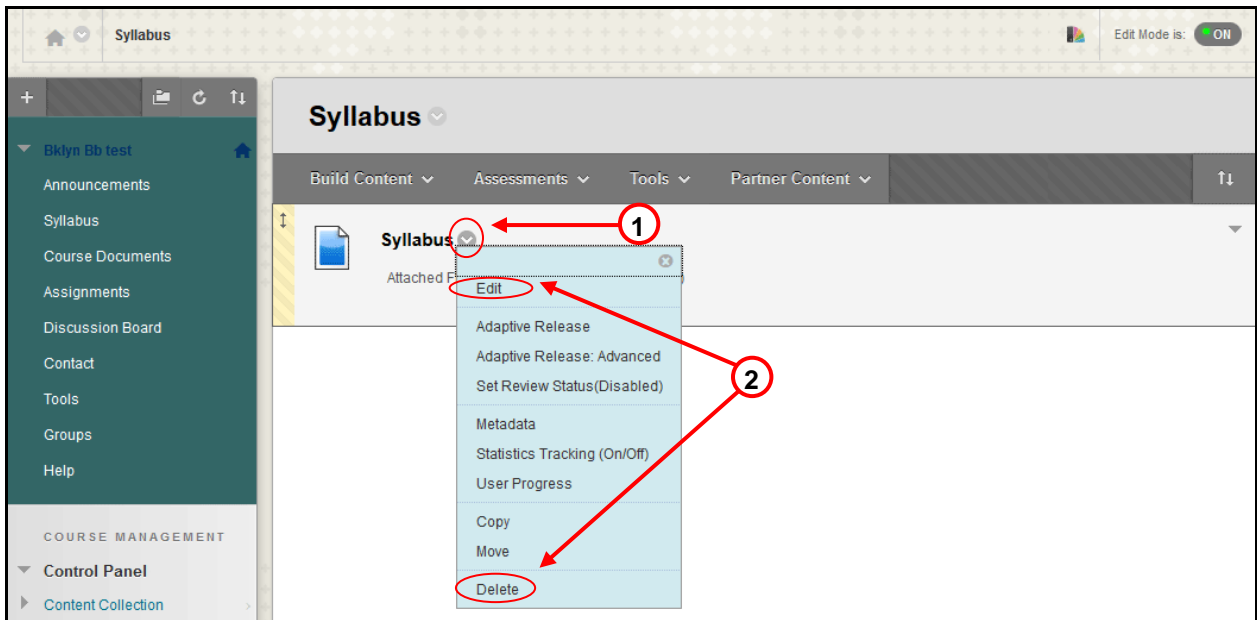
11. How do I create, review and grade an Assignment and SafeAssignment?

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.
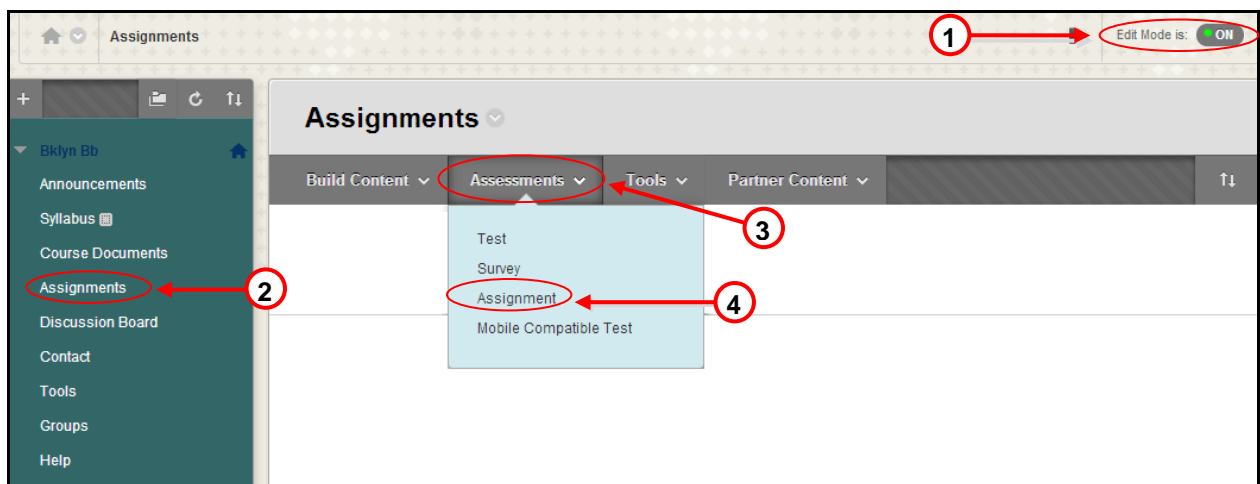
5- Enter the name and instructions for the assignment.

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**.

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.
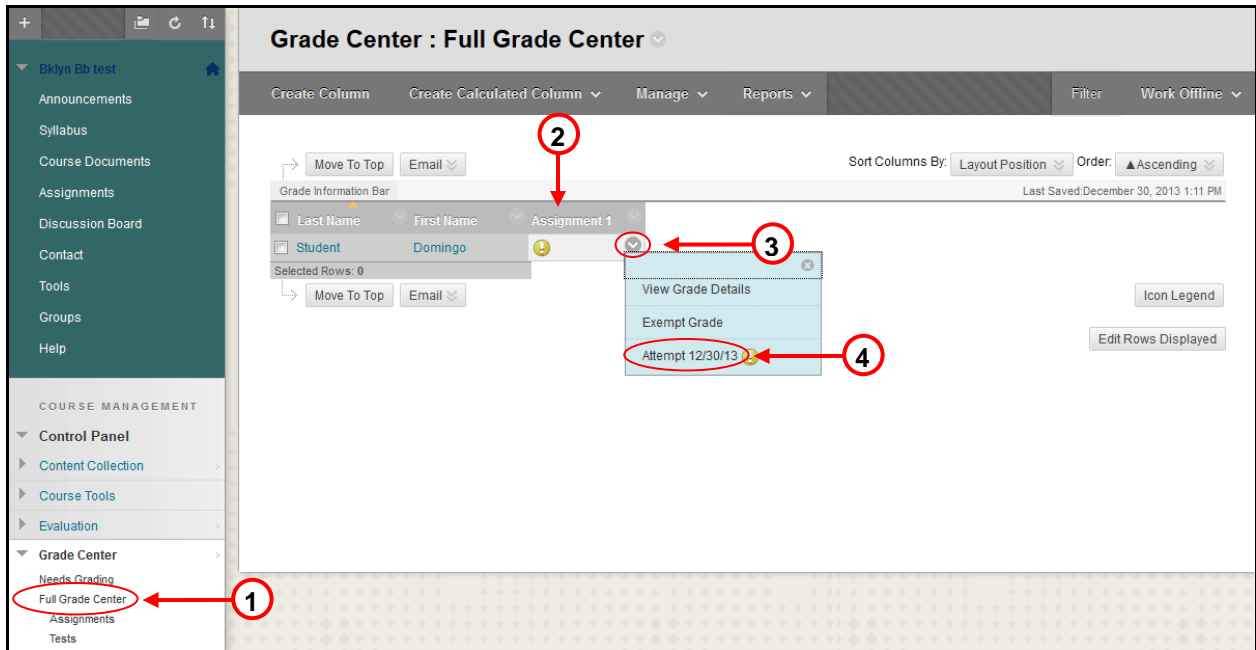
To grade students' assignments using the Inline Annotation tool

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**.
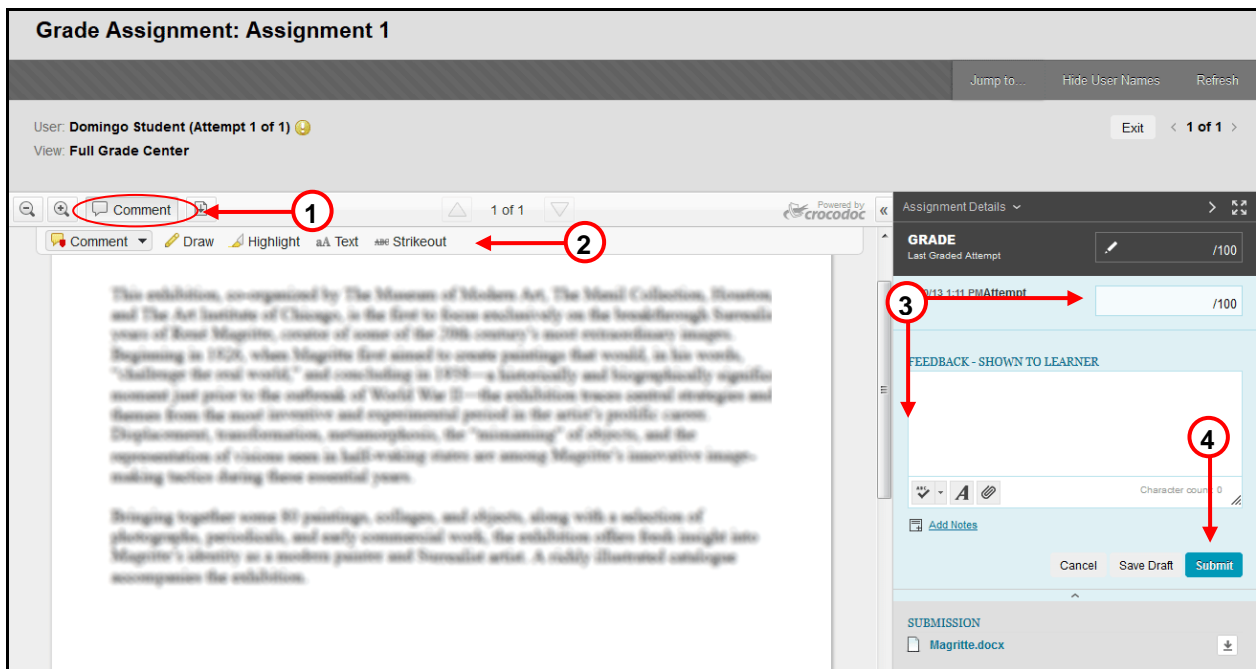
Watch the "Inline Assignment Grading" Video Tutorial:
<http://www.youtube.com/watch?feature=player_embedded&v=3X9Rerz0VX0#t=57>

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.
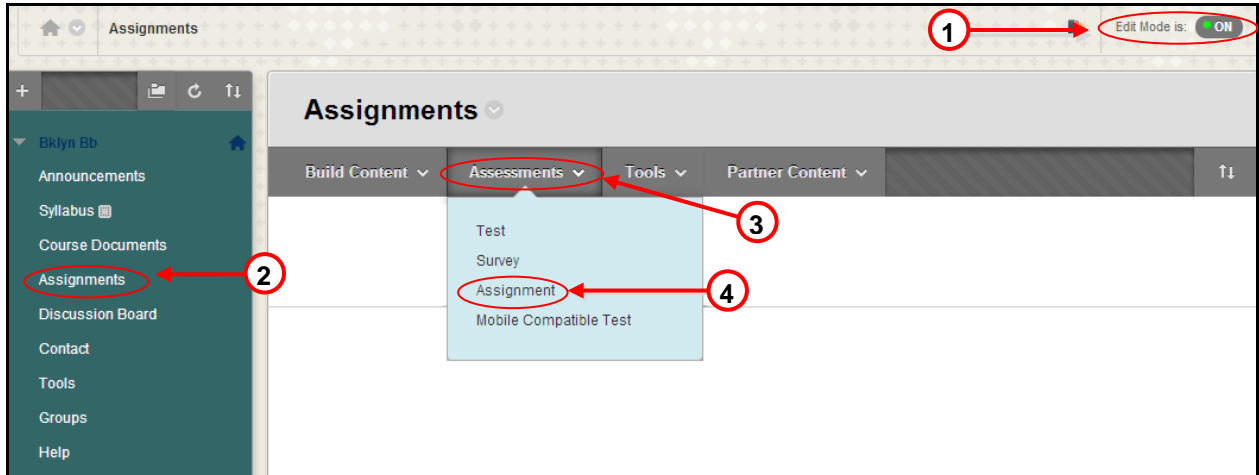
5- Enter the name and instructions for the assignment.
6- Enter Points Possible for this SafeAssignment.
7- Under Grading, click **Submission Details** to expand it.
8- With Submission Details expanded, select Check submissions for plagiarism using SafeAssign.

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.
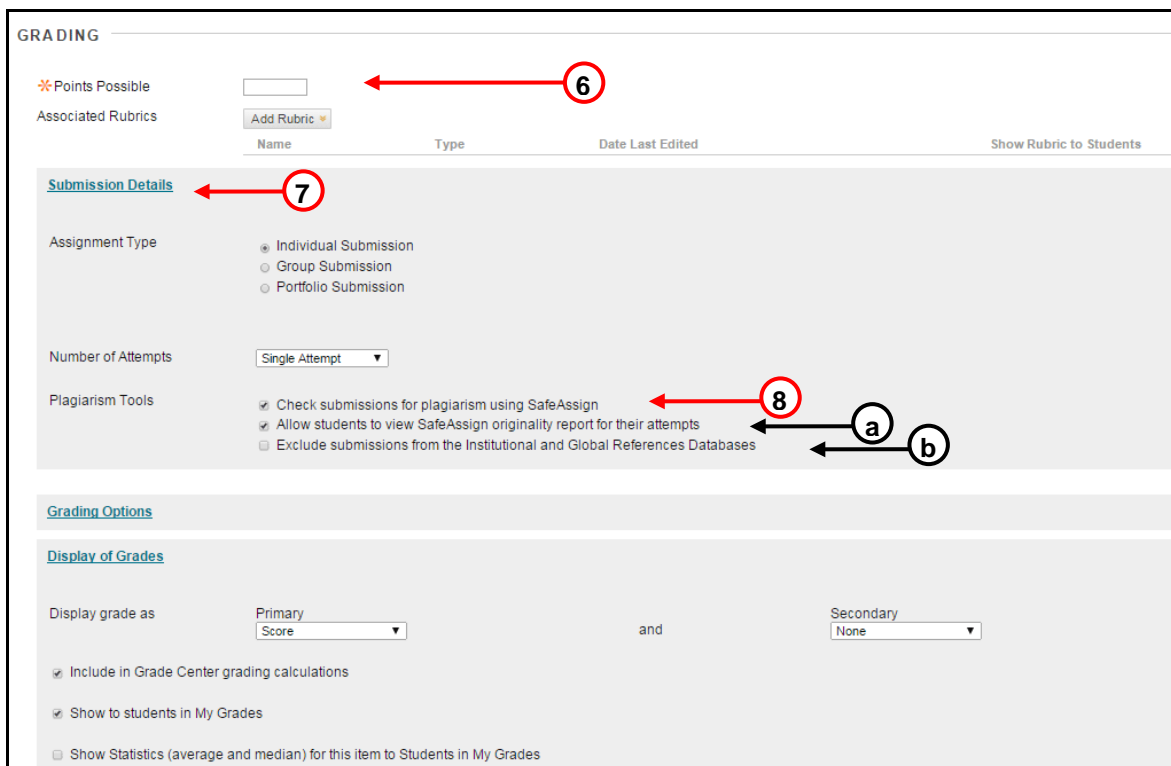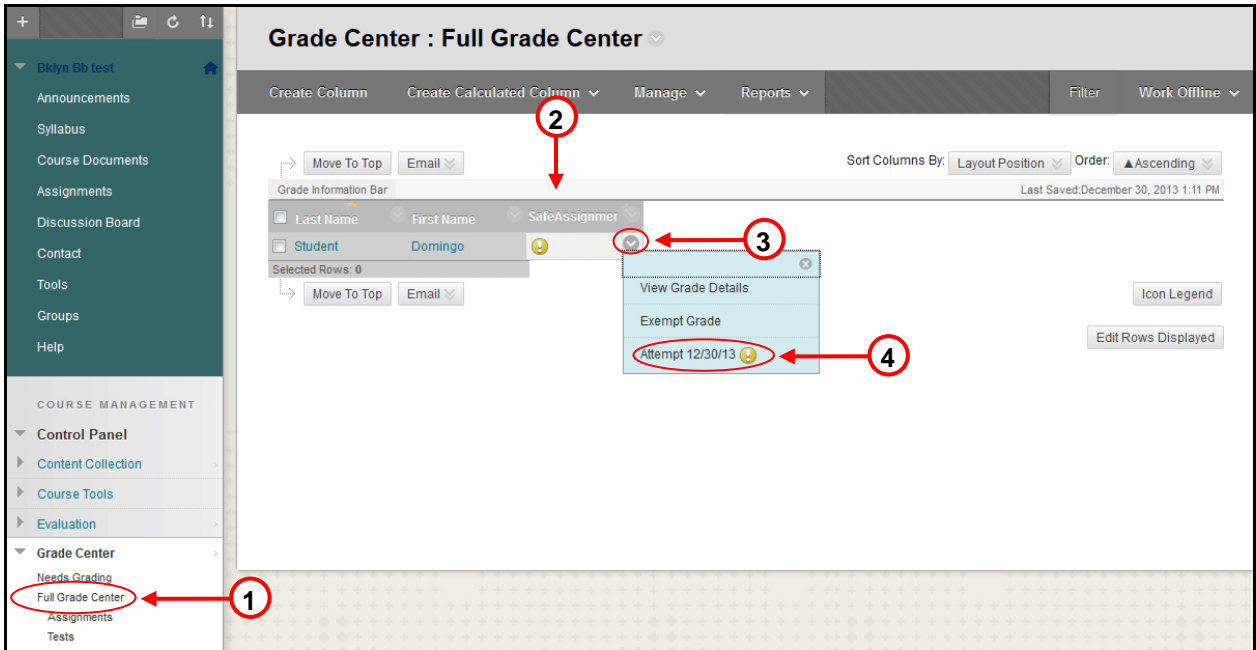
9- Click **Submit**.

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.

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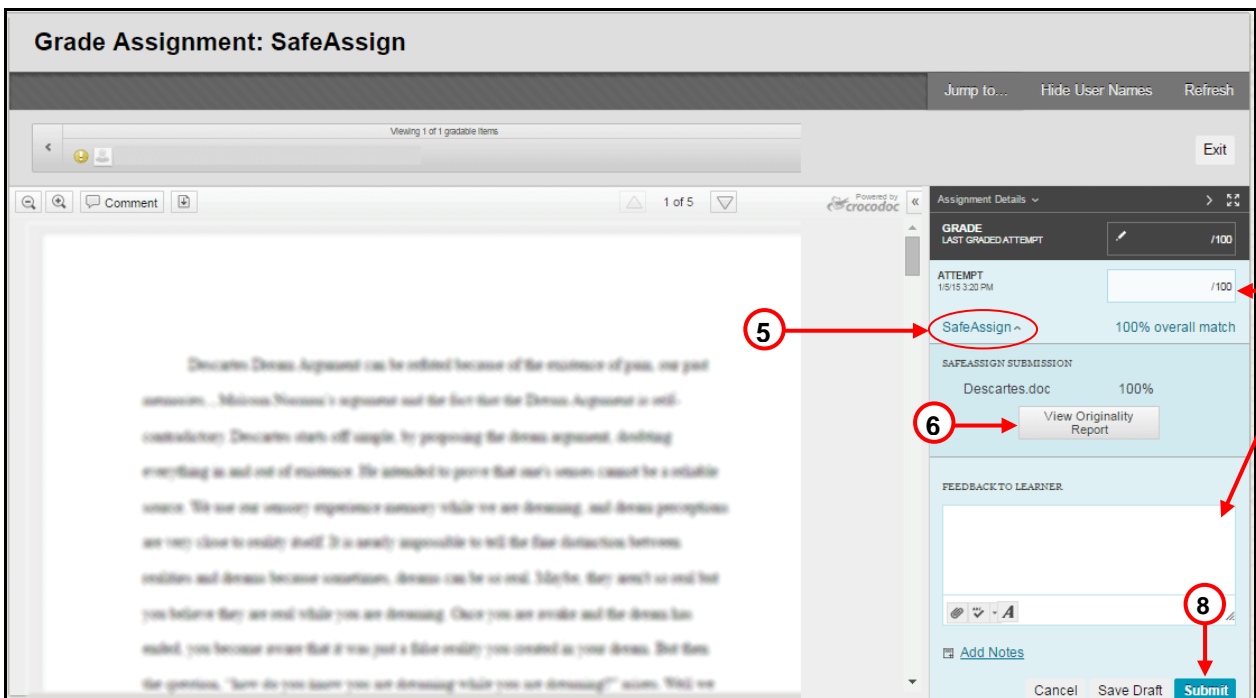
13. How do I use the SafeAssign Direct Submit function in my course site?

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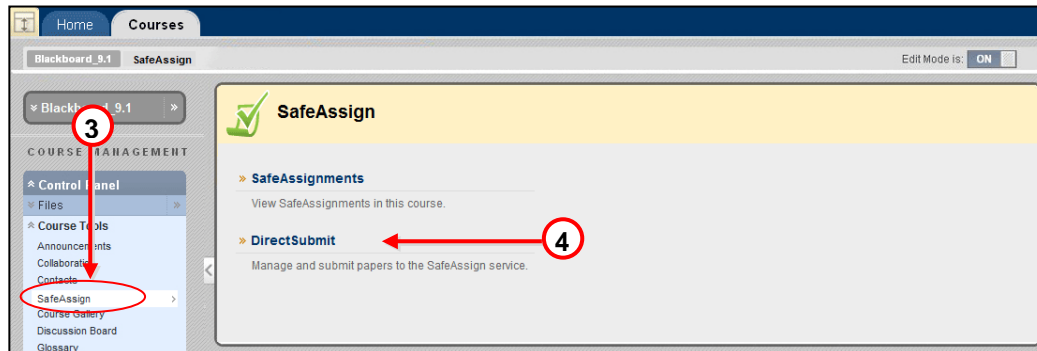
5- Press the **Submit A Paper** button.
6- Select the first box (**Submit as draft**) within the submission Options.
7- Click the Choose File (Browse) button to post a document from your computer or paste the paper response in the submission box.
**8-** Click the **Submit** button.

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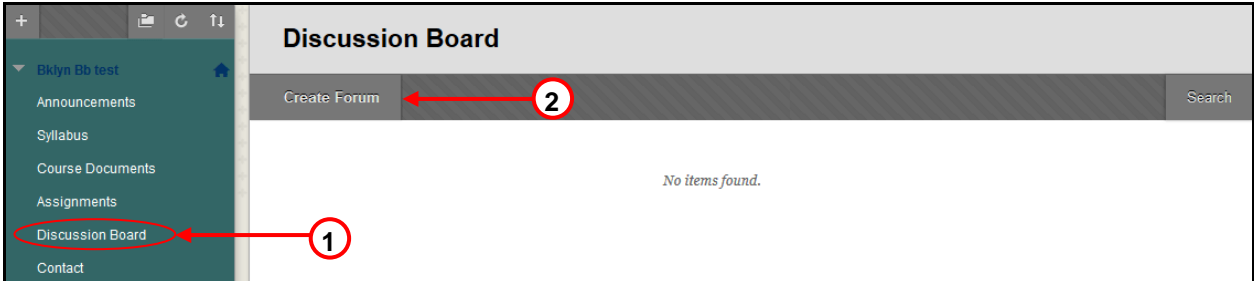
3- Enter the Forum name and instructions.
4- Select the appropriate options for availability and settings.
5- Click **Submit**.

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.
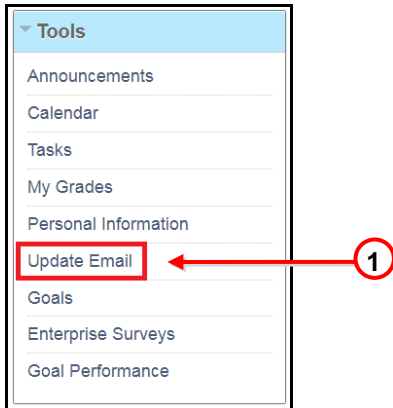
**2-** Enter the new Email twice.
3- Click **Submit**.
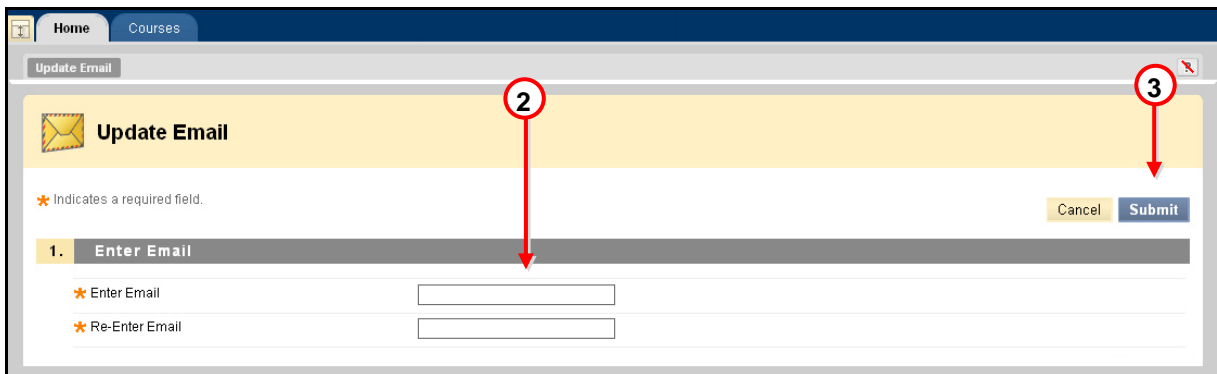
Note: This *will not* change the email address used in the CUNY Portal or any other CUNY system. It will ONLY change the email used by Blackboard system.

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.
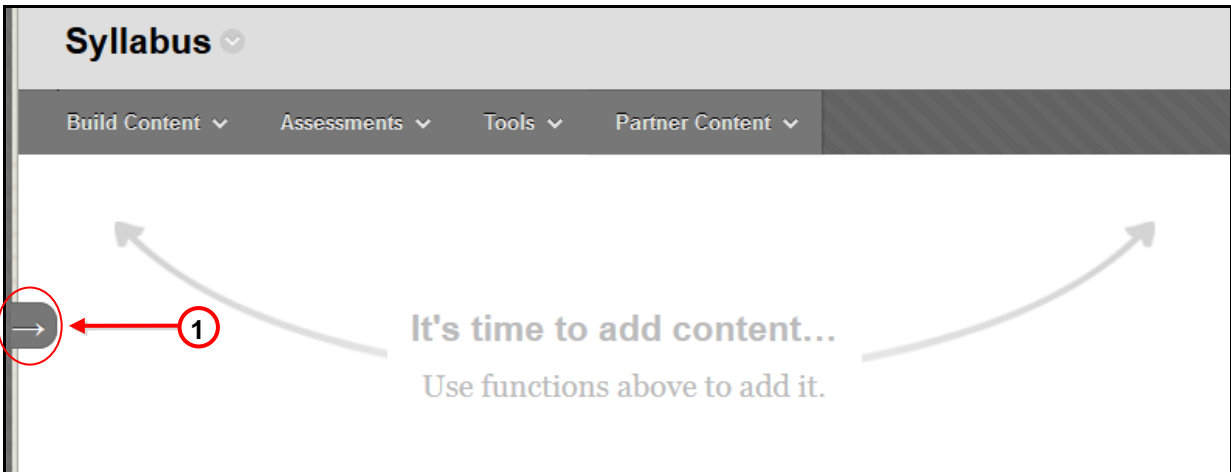
**2-** Click arrowhead ← to expand the content frame.
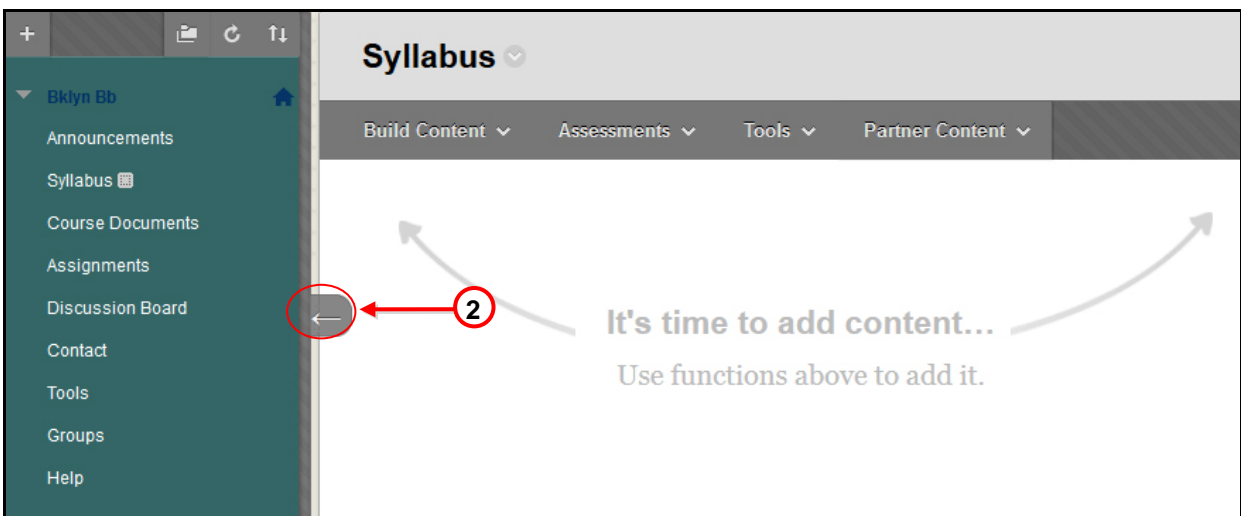
17. How can I add, edit and delete new areas to the course menu?

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**" 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**.
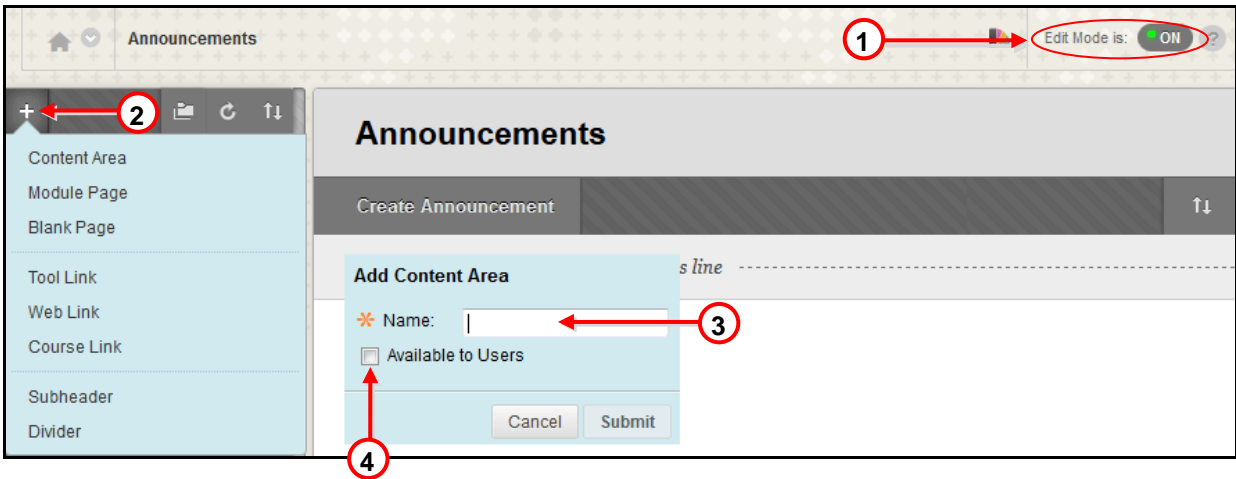
To Delete and change the Content Area display order

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) ↕ and drag it up or down to where you want this area to be.
3- 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**.
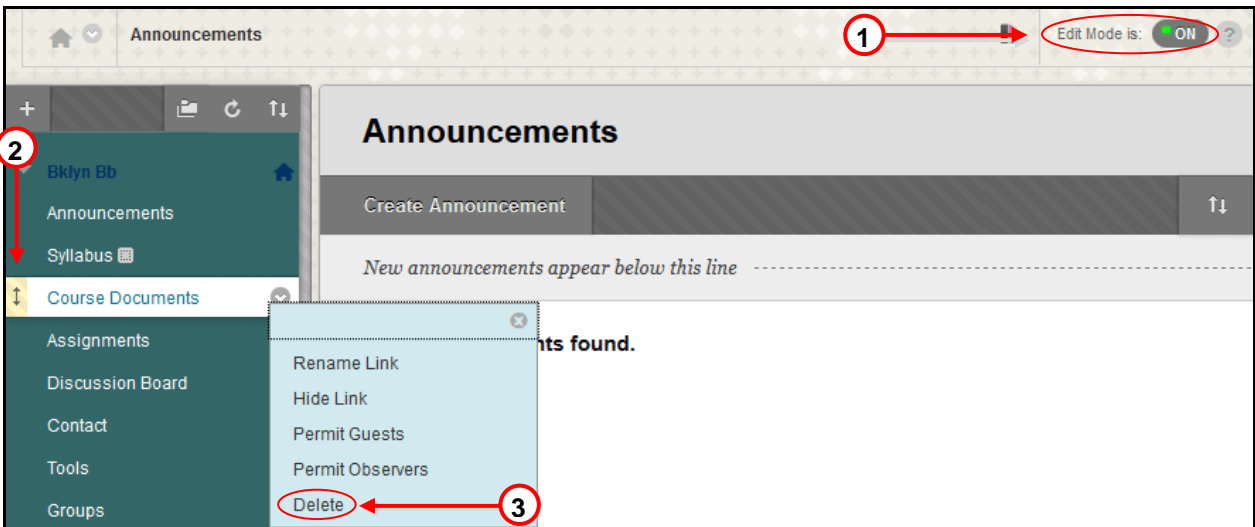
Note: A small dotted rectangle next to the name of the content area/course menu shows that the content area is empty.

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

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**.

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**.

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: **<** CarlosA@brooklyn.cuny.edu **>**

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