



## **Blackboard Support for Faculty Frequently Asked Questions (FAQ)**

### **Getting Started**

1. [What do I need to do to enter Blackboard for the first time?](#)
2. [How do I login to Blackboard?](#)

### **Changing Username/ Password**

3. [I can't remember my CUNY portal \(Blackboard\) password and username. What do I do?](#)
4. [How can I ask for a new CUNY portal \(Blackboard\) password if I am a visitor?](#)
5. [How do I change my CUNY portal \(Blackboard\) password?](#)

### **Accessing Courses**

6. [I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?](#)
7. [Can I use an AOL browser to access Blackboard?](#)
8. [I am teaching several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?](#)

### **Getting Email**

9. [How do I access my Brooklyn College email?](#)
10. [Where can I find the e-mail address linked to Blackboard?](#)
11. [How can I change my e-mail address on Blackboard?](#)
12. [Why my students are not receiving e-mails from Blackboard classes?](#)
13. [How can I find students' e-mail address on Blackboard?](#)

### **Communicating with Students**

14. [How do I send email through Blackboard?](#)
15. [How to post Announcements on Blackboard?](#)

### **Enabling Courses**

16. [My courses are unavailable. How can I make them available?](#)

### **Adding Course Information**

17. [How do I post Course Information or Course Documents on Blackboard?](#)
18. [How can I create folders on Blackboard?](#)
19. [How to add an External Link on Blackboard?](#)

### **Sharing Documents: Assignment and SafeAssignment**

20. [How can I find the digital drop box in Blackboard?](#)
21. [How do I add Assignments or SafeAssignments to my course site?](#)
22. [Which are the differences between Assignment and SafeAssignment?](#)
23. [How do I view and grade Assignments and SafeAssignments?](#)

24. [I could not find the green exclamation marks in the SafeAssignment / Assignment column at the Grade Center. What should I do?](#)
25. [How do I clear student attempt to assignment or test?](#)
26. [I am having problems uploading documents to Blackboard. Can you give me some help?](#)

### **Working with iTunes U**

27. [How do I set up iTunes U on Blackboard?](#)
28. [How to activate iTunes U on Blackboard?](#)
29. [How can I add iTunes U content to my course site?](#)

### **Creating a Discussion Thread / Wikis / Blogs**

30. [What is a threaded discussion on a Blackboard Discussion Board list?](#)
31. [How do I add discussion forums to my course site?](#)
32. [How do I create group discussion forums?](#)
33. [How do I add Blogs and Wikis to my Blackboard course site?](#)

### **Managing group**

34. [How do I create groups on Blackboard?](#)
35. [How do I add student into the groups / modify groups setting?](#)

### **Working with Grade Center**

36. [How do I add columns to the Grade Center?](#)
37. [How do I modify Grade Center columns?](#)
38. [How to download/ modify / upload grades on Blackboard?](#)
39. [How do I re-order columns in the Grade Center?](#)
40. [How can I weight the Grade Center total?](#)

### **Archiving / Copying / Exporting/ Importing Course Content**

41. [How do I archive courses on Blackboard?](#)
42. [How can I copy course content from previous semester?](#)
43. [How do I export courses on Blackboard?](#)
44. [How do I import package courses on Blackboard?](#)

### **Finding Help**

45. [Where can I get help on Blackboard?](#)
46. [Where can I find the Blackboard FAQ for faculty document?](#)
47. [Where can I find the Blackboard Manual?](#)
48. [Where student can ask for assistance on Blackboard?](#)

### **Others**

49. [Courses from a previous semester are still listed in My Blackboard under My Courses. I only want to see the courses that I am currently taking. How can I eliminate these links?](#)
50. [How do I delete a user from my Blackboard course?](#)
51. [How do I add a Content Area on Blackboard?](#)
52. [How do I enroll myself in a Blackboard organization?](#)
53. [What plug-ins should I use for Blackboard?](#)

# Getting Started

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

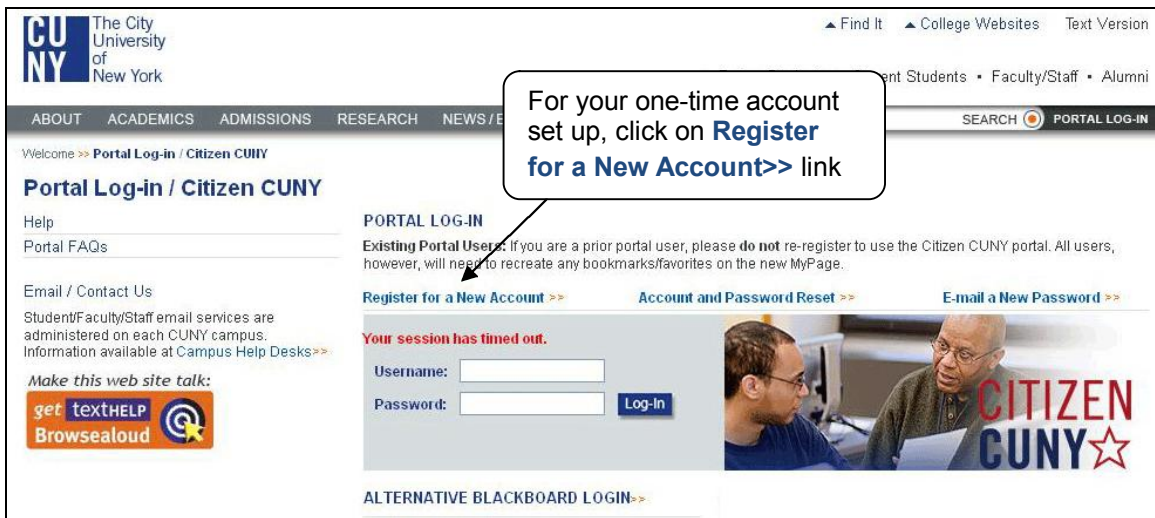
### Answer

If you are a Brooklyn College student, faculty or staff member, a Blackboard account has been reserved for you. Before using it, you must first set the account up, specifying your account preferences. Blackboard is accessed through the **CUNY Portal**.

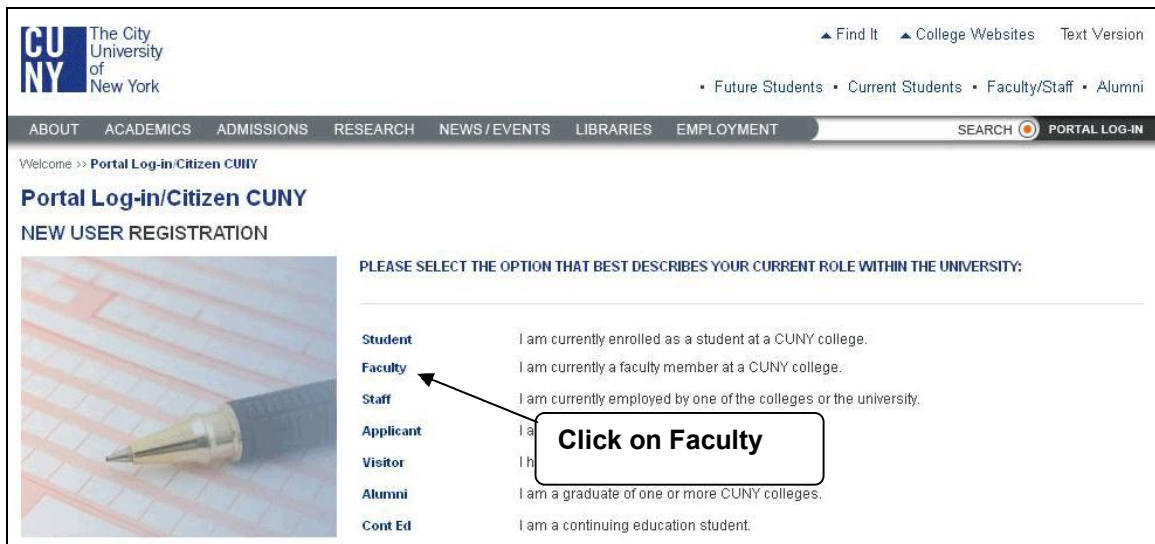
**CUNY Portal** and **BC WebCentral** are different sites

To set up or verify your CUNY Portal account:

- 1- From any Internet-accessible computer visit the CUNY portal at <https://cunyportal.cuny.edu>
- 2- For your one-time account set up, click on **Register for a New Account>>** link



- 3- You will be given several options. If you are a faculty, click on **Faculty**.



- 4- On the user validation screen, enter your last name (case not important), your 9-digit Faculty ID number [Social Security number] and your birth date. Click the **Next** button.
- 5- On the following screen confirm that the information you have entered is correct. Click **Confirm** if correct data is entered. If you made a mistake, click **Cancel** and re-enter your information.

CU NY The City University of New York

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ABOUT ACADEMICS ADMISSIONS RESEARCH NEWS / EVENTS LIBRARIES EMPLOYMENT SEARCH PORTAL LOG-IN

Welcome >> Portal Log-in/Citizen CUIV

### Portal Log-in/Citizen CUNY

#### REGISTRATION

**PLEASE VERIFY YOUR INFORMATION:**

If you are a student, faculty, or staff member and are unsure of your username or registered e-mail address, re-validate your account by entering your confidential information below:

Last Name

Social Security Number  -  -  Enter your Social Security Number without spaces or dashes (for verification purposes only)

Date of Birth  mm  dd 19  yy Enter your date of birth in the following format: mm/dd/yyyy

Help

FAQs

**VALIDATION TIPS**

Transmitting information on the registration page is performed using secure encryption protocols. When creating a CUNY Portal account the social security number you provide must match the number on file in our University's student or human resource information systems. You are only asked to provide your confidential information to validate your account for Portal access. We do not store it outside our existing systems. If you are experiencing difficulties registering please contact your college help desk or personnel office to assist you.

**Possible Problem:** If the screen says "One or more fields below did not exactly match the data we have in our records. Please try again" then enter your information again.

**Note:** If the screen shows the **same message**, it may be due to a problem during the registration process.

**Resolution:** If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, do the following:

**You should contact:**

Carlos A. Cruz  
 Multimedia/Instructional Design Specialist and Blackboard Support  
 Brooklyn College Library, Room 381  
 Campus Telephone: (718) 951-4667  
 E-mail: [CarlosA@brooklyn.cuny.edu](mailto: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- Code number [\*\*\*\*] of the courses you are teaching
- d- And an Explanation of the problem

- 6- Now you must select a username. The log-in process will choose one for you (usually your first initial and last name) but you may change this if you wish. After the username, select a password and enter it twice. Enter your preferred e-mail address as well. This will be made available to your students. Click on the **Save** button, after checking your information for correctness.

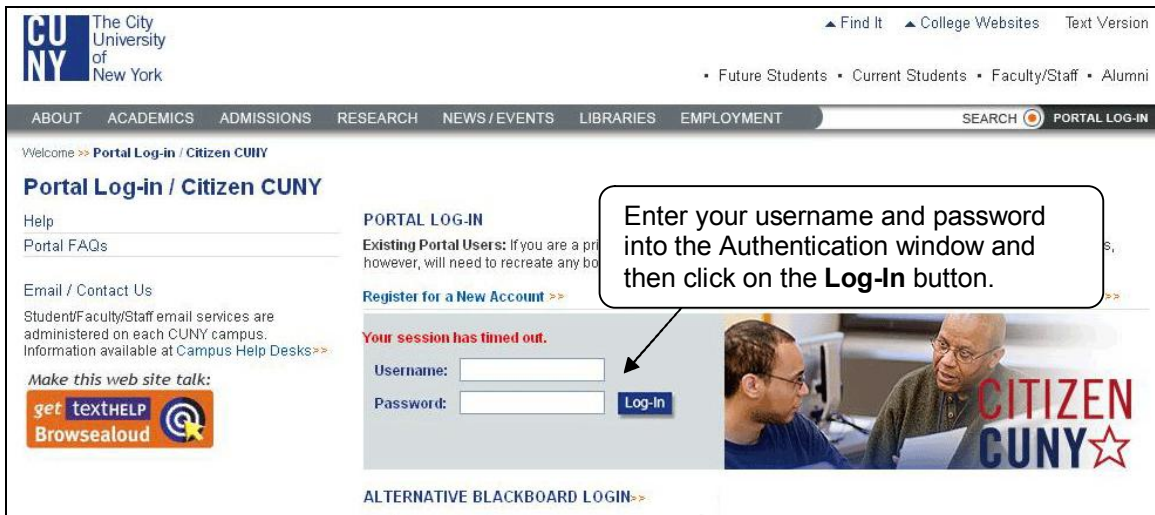
**Password Rules:** Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

- 7- You have completed the account set-up. Be sure to **WRITE DOWN** your username and password in a secure place.
- 8- You should wait for a minute, and then you will be able to login.

## 2- How do I login to Blackboard?

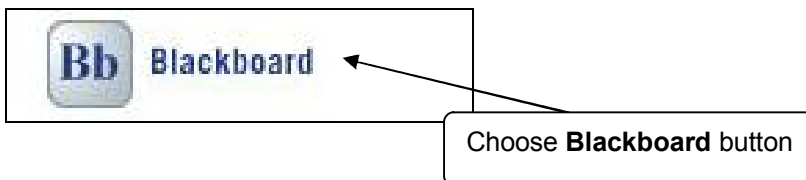
### Answer

- 1- From any Internet computer visit the CUNY portal at <https://cunyportal.cuny.edu>
- 2- Enter your username and password into the Authentication window and then click on the **Log-In** button.



The screenshot shows the CUNY Portal Log-in page. The header includes the CUNY logo and navigation links like 'ABOUT', 'ACADEMICS', 'ADMISSIONS', etc. The main content area is titled 'Portal Log-in / Citizen CUNY'. It features a 'PORTAL LOG-IN' section with a 'Log-In' button. A callout box with an arrow pointing to the 'Log-In' button contains the text: 'Enter your username and password into the Authentication window and then click on the Log-In button.' Below the login form, there is a 'Your session has timed out.' message and an 'ALTERNATIVE BLACKBOARD LOGIN' link.

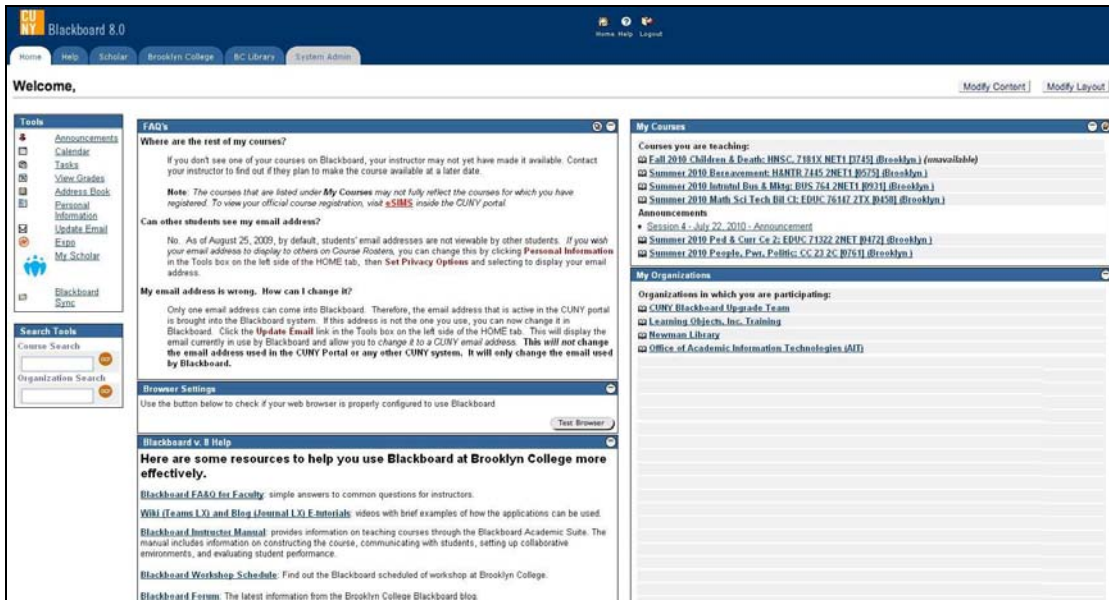
- 3- Choose **Blackboard** button



The image shows the Blackboard logo, which consists of a blue square with 'Bb' in white, followed by the word 'Blackboard' in a blue, sans-serif font. A callout box with an arrow pointing to the logo contains the text: 'Choose **Blackboard** button'.



4- You will be brought to your own Blackboard Welcome page!



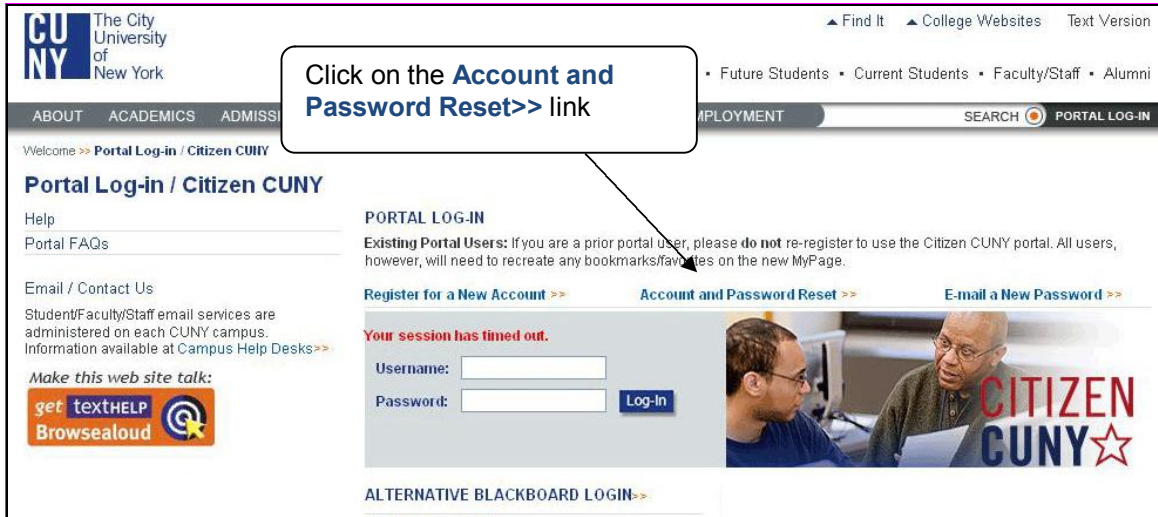
## Changing Username/ Password

3- I can't remember my CUNY portal (Blackboard) password and username. What do I do?

## Answer

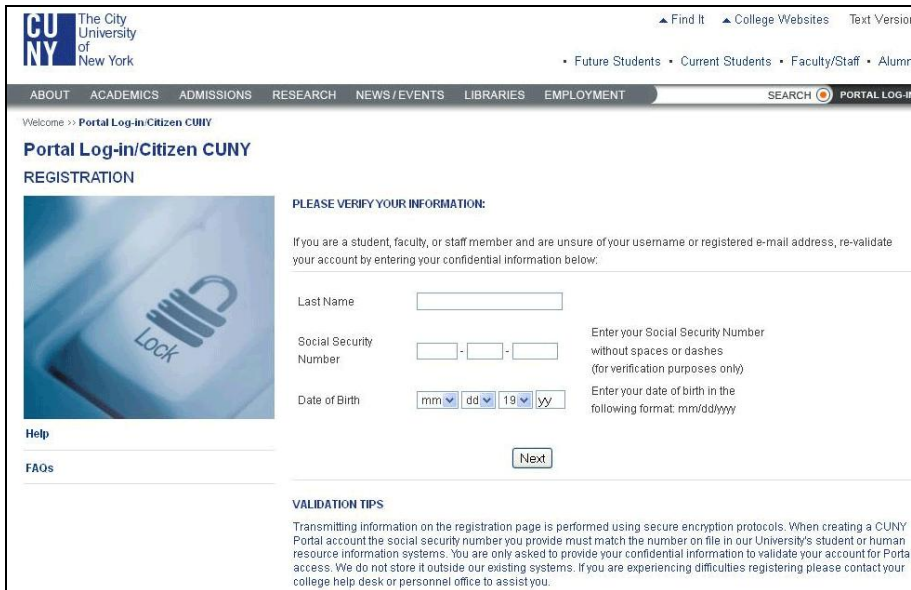
The following steps will walk you through requesting a new password and username.

- 1-Go to the CUNY Portal Login page at <https://cunyportal.cuny.edu>
- 2-Click on the **Account and Password Reset>>** link.



The screenshot shows the CUNY Portal Login page. At the top left is the CUNY logo and 'The City University of New York'. A navigation bar includes 'ABOUT', 'ACADEMICS', 'ADMISSIONS', 'RESEARCH', 'NEWS / EVENTS', 'LIBRARIES', 'EMPLOYMENT', 'SEARCH', and 'PORTAL LOG-IN'. A secondary navigation bar lists 'Future Students', 'Current Students', 'Faculty/Staff', and 'Alumni'. The main content area is titled 'Portal Log-in / Citizen CUNY'. On the left, there are links for 'Help', 'Portal FAQs', and 'Email / Contact Us'. The central area has a 'PORTAL LOG-IN' section with a message for existing users and three links: 'Register for a New Account >>', 'Account and Password Reset >>', and 'E-mail a New Password >>'. Below these is a login form with 'Username:' and 'Password:' fields and a 'Log-In' button. A 'Your session has timed out.' message is displayed above the form. At the bottom, there is an 'ALTERNATIVE BLACKBOARD LOGIN >>' link. A callout box with a black border and white background points to the 'Account and Password Reset >>' link, containing the text 'Click on the Account and Password Reset>> link'.

- 3- You will be brought to a **Validate CUNY Affiliation** page where you will have to type in your information:
  - a. Last Name
  - b. Social Security Number
  - c. Date of Birth



The screenshot shows the CUNY Portal Registration page. The header and navigation are identical to the previous screenshot. The main content area is titled 'Portal Log-in/Citizen CUNY' and 'REGISTRATION'. On the left, there are links for 'Help' and 'FAQs'. The central area has a 'PLEASE VERIFY YOUR INFORMATION:' section with a message: 'If you are a student, faculty, or staff member and are unsure of your username or registered e-mail address, re-validate your account by entering your confidential information below:'. Below this are three input fields: 'Last Name' (text box), 'Social Security Number' (text box with dashes), and 'Date of Birth' (dropdown menus for month, day, and year). To the right of the Social Security Number field is a note: 'Enter your Social Security Number without spaces or dashes (for verification purposes only)'. To the right of the Date of Birth field is a note: 'Enter your date of birth in the following format: mm/dd/yyyy'. A 'Next' button is located below the input fields. At the bottom, there is a 'VALIDATION TIPS' section with a paragraph of text: 'Transmitting information on the registration page is performed using secure encryption protocols. When creating a CUNY Portal account the social security number you provide must match the number on file in our University's student or human resource information systems. You are only asked to provide your confidential information to validate your account for Portal access. We do not store it outside our existing systems. If you are experiencing difficulties registering please contact your college help desk or personnel office to assist you.'

- 4-After completing the form click the **Next** button.
- 5-On the following screen confirm that the information you have entered is correct. If you made a mistake, click **Cancel** and re-enter your information.

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ABOUT ACADEMICS ADMISSIONS RESEARCH NEWS / EVENTS LIBRARIES EMPLOYMENT SEARCH PORTAL LOG-IN

Welcome >> Portal Log-in/Citizen CUNY

**Portal Log-in/Citizen CUNY**

REGISTRATION

PLEASE VERIFY YOUR INFORMATION:

Last Name: **Peters**

Social Security Number: **XXX-XX-3098**

Date of Birth: **09/15/1982**

Confirm Cancel

6-The **Password Reset** page will show you your username and the option to create a new password.

7-Type your new password twice.

8-Click the **Save** button.

The City University of New York

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Future Students Current Students Faculty/Staff Alumni

ABOUT ACADEMICS ADMISSIONS RESEARCH NEWS / EVENTS LIBRARIES EMPLOYMENT SEARCH PORTAL LOG-IN

Welcome >> Portal Log-in/Citizen CUNY

**Portal Log-in/Citizen CUNY**

PASSWORD RESET

Your username is: **apeters**

Please choose a new password below:

New Password:

Confirm New Password:

Save Cancel

Your Username

**Resolution:** If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, **please**

**contact:** Carlos A. Cruz

*Multimedia/Instructional Design Specialist and Blackboard Support*

Brooklyn College Library, Room 381

Campus Telephone: (718) 951-4667

E-mail: [CarlosA@brooklyn.cuny.edu](mailto: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- Code number [\*\*\*\*] of the courses you are teaching

d- And an Explanation of the problem

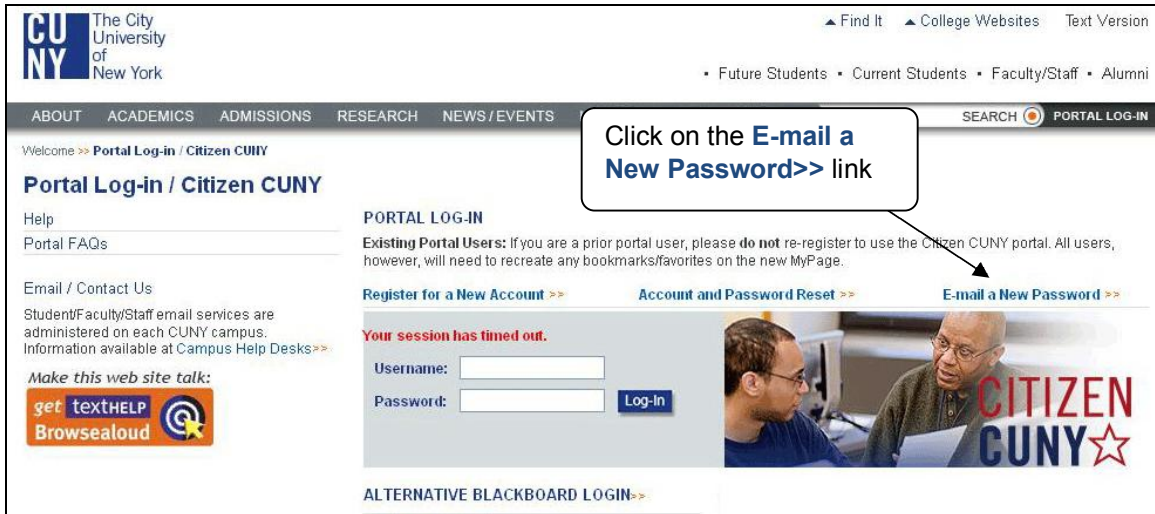


## 4- How can I ask for a new CUNY portal (Blackboard) password if I am a visitor?

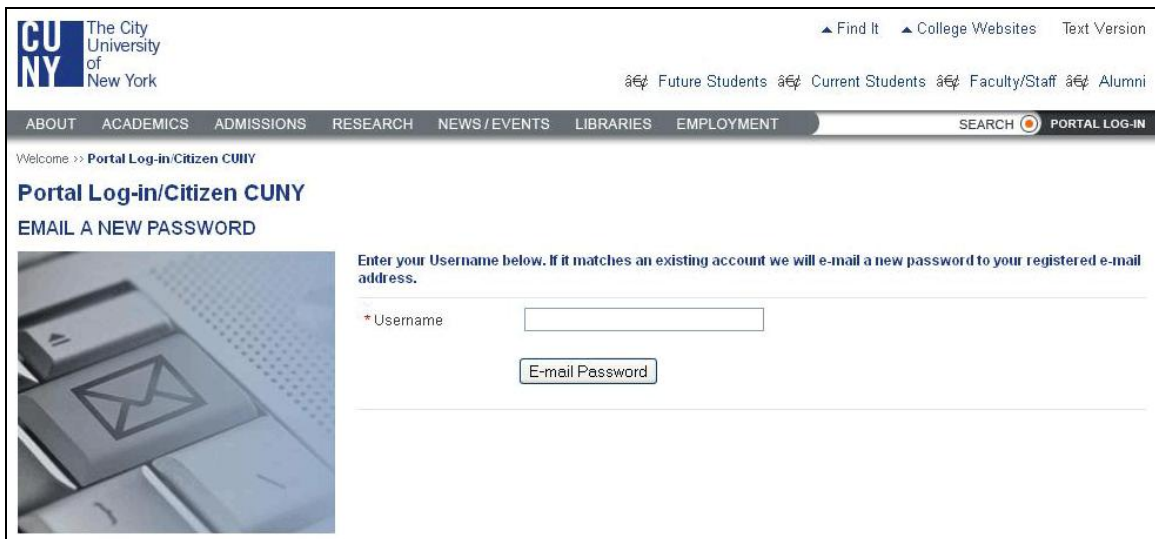
### Answer

The following steps will walk you through requesting a new password and username. You must have a valid CUNY Portal username to request a password.

- 1-Go to the CUNY Portal Login page at <https://cunyportal.cuny.edu>
- 2-Click on the **E-mail a New Password>>** link.



- 3-Enter your username and press the **E-mail Password** button.



**IMPORTANT:** You will receive your password within 10 minutes at the e-mail address associated with your CUNY Portal account. If you do not remember your e-mail listed at CUNY Portal, click the My Profile link at CUNY Portal or please contact: Carlos A. Cruz (*Multimedia/Instructional Design Specialist and Blackboard Support*) Telephone: (718) 951-4667 E-mail: < [CarlosA@brooklyn.cuny.edu](mailto: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- Code number [\*\*\*\*] of the courses you are teaching
- e- And an explanation of the problem

## 5- How do I change my CUNY portal (Blackboard) password?

### Answer

- 1- From any Internet-accessible computer visit the CUNY portal page at <https://cunyportal.cuny.edu>
- 2- Enter your username and password into the Authentication window and then click on the **Log-In** button.

The screenshot shows the CUNY Portal Log-in page. At the top, there is a navigation bar with links like 'ABOUT', 'ACADEMICS', 'ADMISSIONS', etc. The main content area is titled 'Portal Log-in / Citizen CUNY'. On the left, there are links for 'Help' and 'Portal FAQs'. The central part of the page is the authentication window, which has a 'Log-In' button. A callout box with an arrow points to the 'Log-In' button and the input fields, containing the text: 'Enter your username and password into the Authentication window and then click on the Log-In button.' Below the authentication window, there is a link for 'ALTERNATIVE BLACKBOARD LOGIN'.

- 3- Look to the upper right of the page and click on the **My Profile** link.

The screenshot shows the CUNY CitizenCUNY user profile page. At the top, there is a banner with the text 'Your Portal to Service CITIZENCUNY' and a navigation bar with links like 'FACULTY/STAFF', 'ADMISSIONS/FINANCIAL AID', 'BLACKBOARD', etc. The main content area is titled 'WELCOME'. On the right side of the navigation bar, there is a link for 'MY PROFILE'. A callout box with an arrow points to this link, containing the text: 'Click on the My Profile link'. Below the navigation bar, there are several sections, including 'APPLICATIONS / RESOURCES' and 'BENEFITS'.

- 4- On the **User Profile** screen, click the **Modify** button.

Welcome to CitizenCUNY. Your feedback is welcome >>

Your Portal to Service  
**CITIZENCUNY** ★

FACULTY/STAFF | ADMISSIONS/FINANCIAL AID | BLACKBOARD | LIBRARIES SERVICES | CUNY eMALL | HELP | MY PROFILE | CUNY.EDU | LOG-OUT

**WELCOME**

View Panels | **Modify** ← Click the **Modify** button

User Profile

<b>Full Name</b>	A Peters
<b>College</b>	Brooklyn College
<b>Primary College</b>	Brooklyn College
<b>Departments</b>	Na
<b>Graduation Year</b>	
<b>CUNY Role</b>	Faculty Staff
<b>Home Street</b>	
<b>Home City</b>	
<b>Home State</b>	
<b>Home Zip Code</b>	
<b>Home Country</b>	
<b>Home Phone</b>	
<b>Email</b>	
<b>First Name</b>	A
<b>Last Name</b>	Peters

View Panels | Modify

- 5- Scroll down to the **Change your Password** option. Type your old password, new password and new password again.

**NOTE:** The CUNY Portal remembers your last 5 passwords. Do not use any of them.

- 6- Click the **Save** button.

**Password Rules:** Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

## Accessing Courses

### 6- I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?

#### Answer

If you do not find a Blackboard link on My Page at the CUNY Portal, it is because you have a duplicate account and you entered wrong username. To verify your valid username access, **contact Carlos A. Cruz** (*Multimedia/Instructional Design Specialist and Blackboard Support*)  
 Telephone: (718) 951-4667  
 E-mail: < [CarlosA@brooklyn.cuny.edu](mailto: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- Code number [\*\*\*\*] of the courses you are teaching
- e- And an explanation of the problem

## 7- Can I use an AOL browser to access Blackboard?

### Answer

The AOL browser is incompatible with Blackboard. You should use another browser. A good option is to download Mozilla Firefox from <http://www.mozilla.com/en-US/firefox/>, which performs fine with Blackboard and is free.



## 8- I am teaching several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

### Answer

Blackboard sites are created automatically for each course, but in order to get access to the class you are teaching you must be link to them through the Course Scheduling System (CSS). Please contact the Department to verify if you are the CSS instructor assigned to the class.

Blackboard is accessed through the **CUNY Portal** and Human Resources must first enter your personal information into the CUNY database (CUNYFirst). Once the information is in the system, you should wait within 24 to 48 hours to log on into Blackboard.

For more information, **please contact:**

Carlos A. Cruz (*Multimedia/Instructional Design Specialist and Blackboard Support*)

Telephone: (718) 951-4667)

E-mail: < [CarlosA@brooklyn.cuny.edu](mailto: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- Code number [\*\*\*\*] of the courses you are teaching
- e- And an explanation of the problem

## Getting Email

### 9- How do I access my Brooklyn College email account?

#### Answer

- 1- From any Internet-accessible computer visit Brooklyn College outlook at <<http://outlook.brooklyn.cuny.edu>>
- 2- Enter your email username and password into the Authentication window.

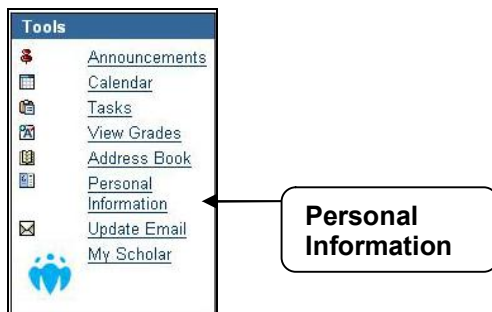


- 3- Click on the **OK** button.

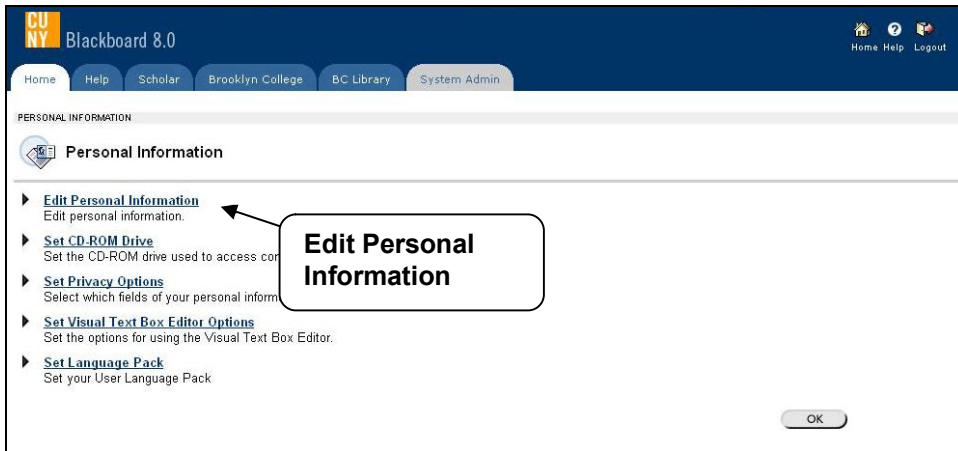
### 10- Where can I find the e-mail address linked to Blackboard?

#### Answer

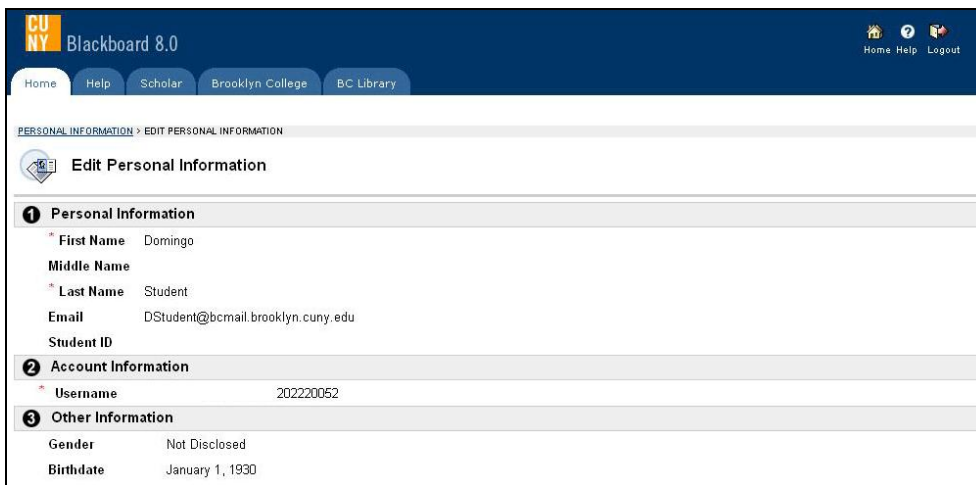
1. Logon to Blackboard.
2. Click on the **Personal Information** link in the Tools box on the left side of the HOME tab.



3. Press the **Edit Personal Information** link.



4. This will display the currently personal info (First, Middle, Last Name, and Email).



5. Click the **Cancel** or **Submit** buttons.
6. Press the **Ok** button to go back to the Blackboard Welcome page.

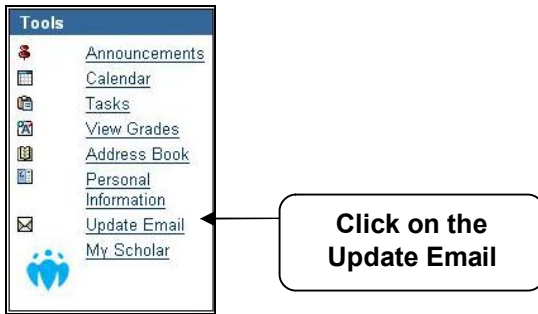
**Note:** Faculty cannot modify their personal info.

## 11- How can I change my e-mail address on Blackboard?

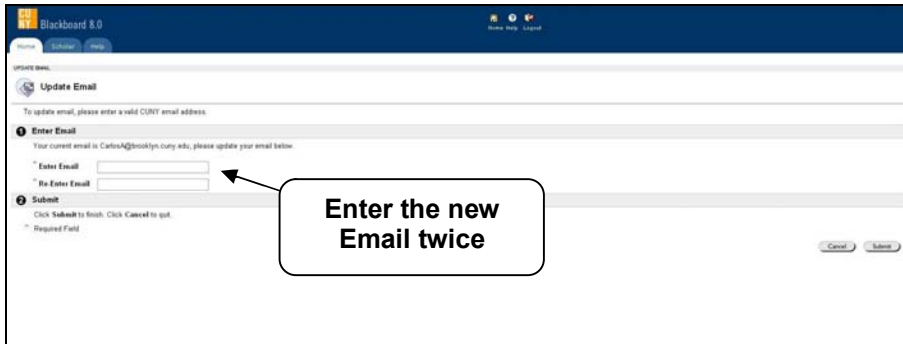
### Answer

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. Logon to Blackboard.
2. Click on the **Update Email** link in the Tools box on the left side of the HOME tab.



3. This will display the currently email address and allow and allow you to change it to a CUNY email address, **enter the new Email** twice.



4. Click the **Submit** button.
5. Press the **OK** button at the receipt page.

**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.

## 12- Why my students are not receiving e-mails from Blackboard classes?

### Answer

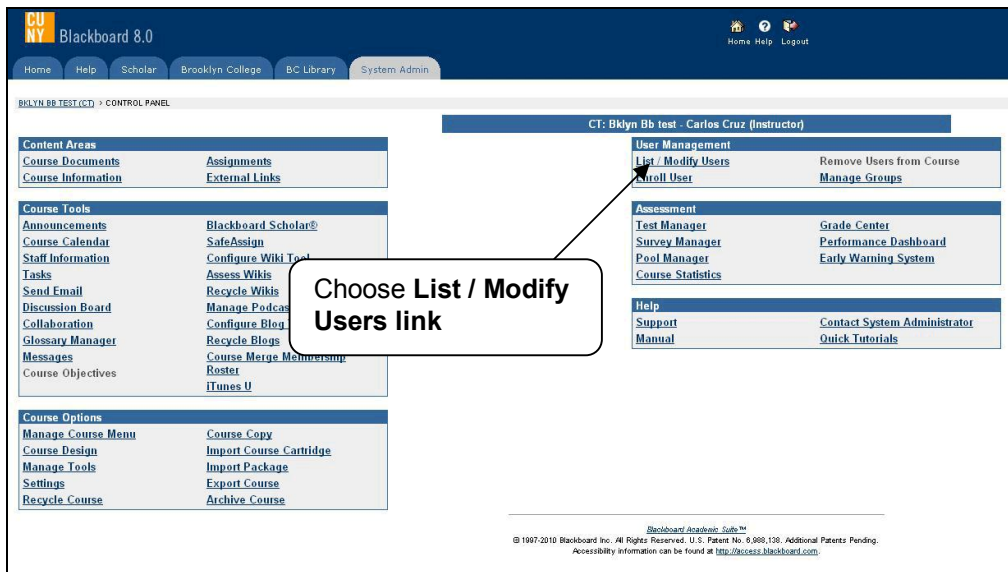
The students' Brooklyn College e-mail address ([@bcmail.brooklyn.cuny.edu](mailto:@bcmail.brooklyn.cuny.edu)) should be their default email address on Blackboard, but Blackboard system will keep the primary e-mail they entered the first time they enrolled in a class at Brooklyn College. Once this address is not the one in use, they can change it **ONLY** to a **CUNY RELATED EMAIL ADDRESS** within Blackboard (See question No. 9 above).

**Note:** some popular e-mail providers, such as Yahoo, Hotmail, and even AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder.

## 13- How can I find students' e-mail address on Blackboard?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will see the student information.
3. Click the **Control Panel**.



4. Choose **List / Modify Users** link in the User Management area.
5. Press the **Search** button.



6. Scroll down to the bottom of the screen to see the next page.

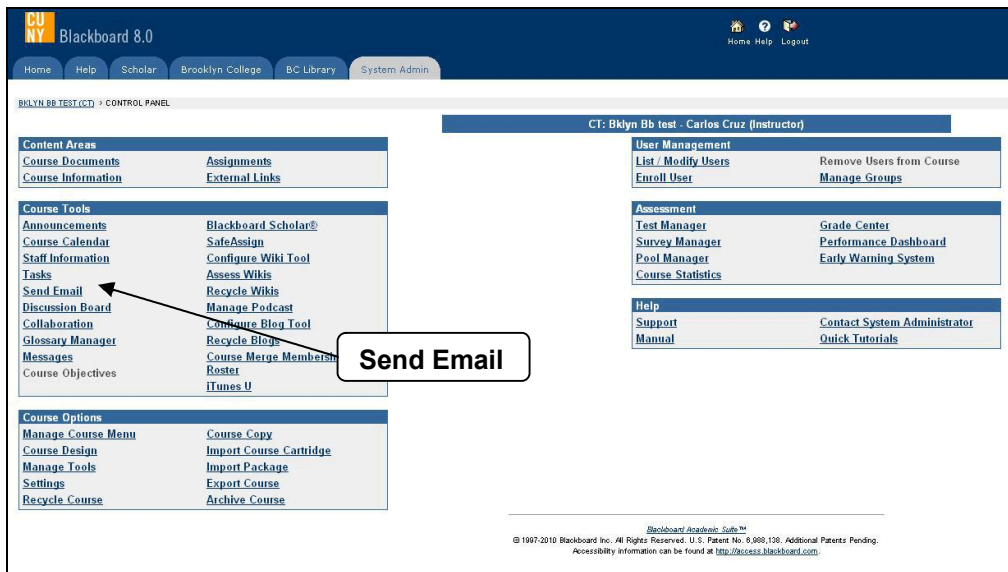
## Communicating with Students

### 14- How do I send emails through Blackboard?

#### Answer

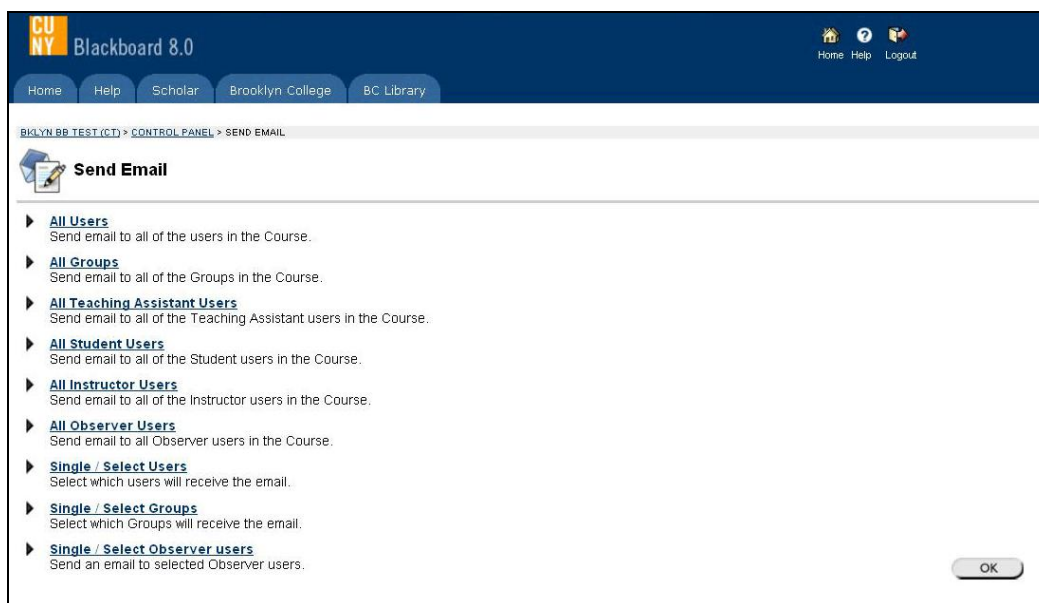
1. Logon to Blackboard.
2. Go to the course site to which you will send the email.
3. Click the **Control Panel**.
4. Choose **Send Email** in **Course Tool** area.





##### 5. Select Recipients

**Note:** From the **Send Email** screen, you can send an email to **All Users**, **All Groups**, **Single/Select Users**, or **Single/Select Groups**.



6. Enter the subject and message of your email.
7. Select the Announcement availability and frame of time
8. Choose the **Return Receipt** check box to receive a copy of this message that includes a list of recipients. If this box is not checked, the sender will receive a copy of this message without the list of recipients.
9. Select **Attach a file**. After adding one file, the option to attach another file will appear.

10. Click the **Submit** button.
11. Click **OK** in the Success page.

**Note:** Up to 24 students names will appear in the recipients list. Courses with more than 24 students will show the All User generic information in the recipients list.

## 15- How to post Announcements on Blackboard?

### Answer

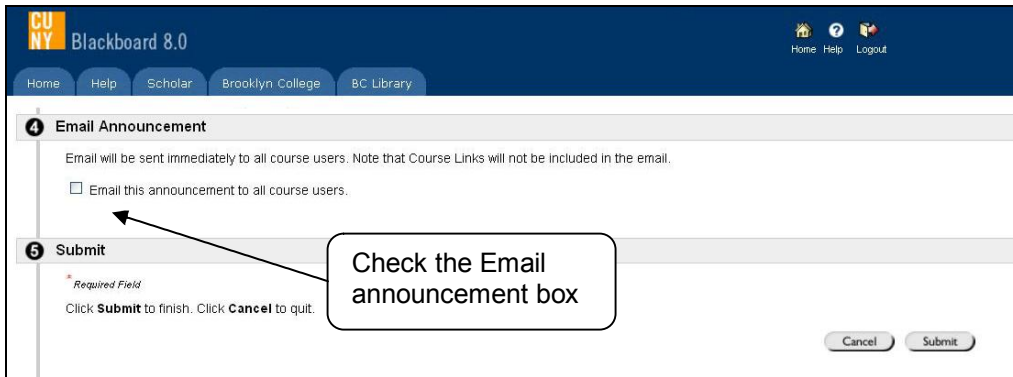
1. Logon to Blackboard.
2. Go to the course site to which you will post the announcement.
3. Click the **Control Panel**.
4. Choose **Announcement** in **Course Tool** area.

The screenshot shows the Blackboard 8.0 interface. At the top, there's a navigation bar with 'Home', 'Help', 'Scholar', 'Brooklyn College', 'BC Library', and 'System Admin'. Below this is the course title 'CT: Bklyn Bb test - Carlos Cruz (Instructor)'. The main area is divided into several sections: 'Content Areas', 'Course Tools', 'Course Options', 'User Management', 'Assessment', and 'Help'. A callout box labeled 'Announcements' points to the 'Announcements' link in the 'Course Tools' section.

5. Click **Add Announcement**  on announcement page.
6. Enter the subject of your announcement.
7. Enter the message of your announcement.
8. Select the Announcement availability and frame of time.

The screenshot shows the 'Add Announcement' page. It has a header with 'CU NY Blackboard 8.0' and navigation links. The main content is divided into two sections: '1 Announcement Information' and '2 Options'. In the 'Announcement Information' section, there's a 'Subject' text box and a 'Message' rich text editor. The 'Options' section includes a 'Permanent announcement?' radio button (set to 'No') and 'Choose date restrictions' with 'Display After' and 'Display Until' date pickers.

9. Check the Email Announcement box.



10. Scroll down to Section 5.
11. Click the **Submit** button.
12. Click **OK** in the Success page.

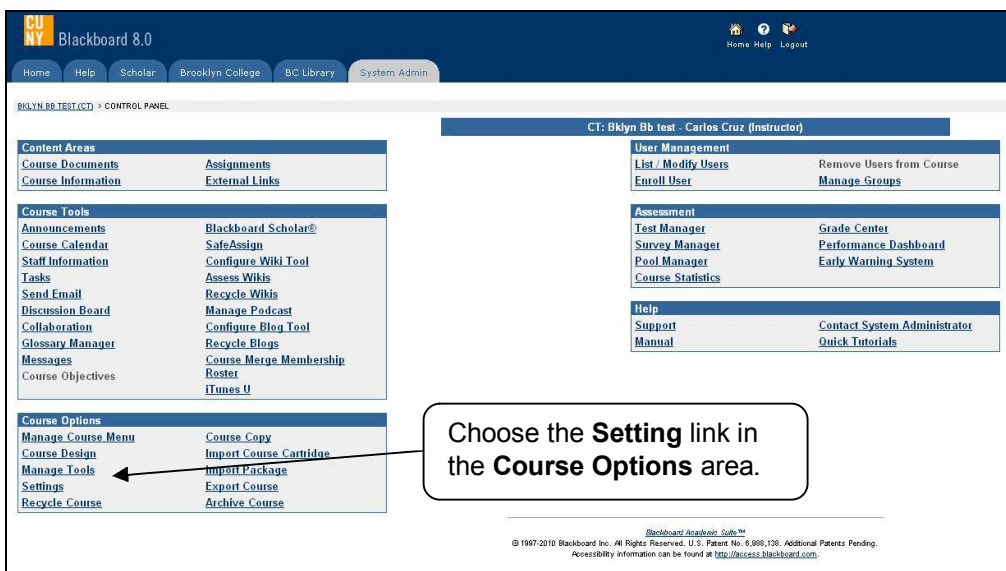
## Enabling Courses

### 16- My courses are unavailable. How can I make them available?

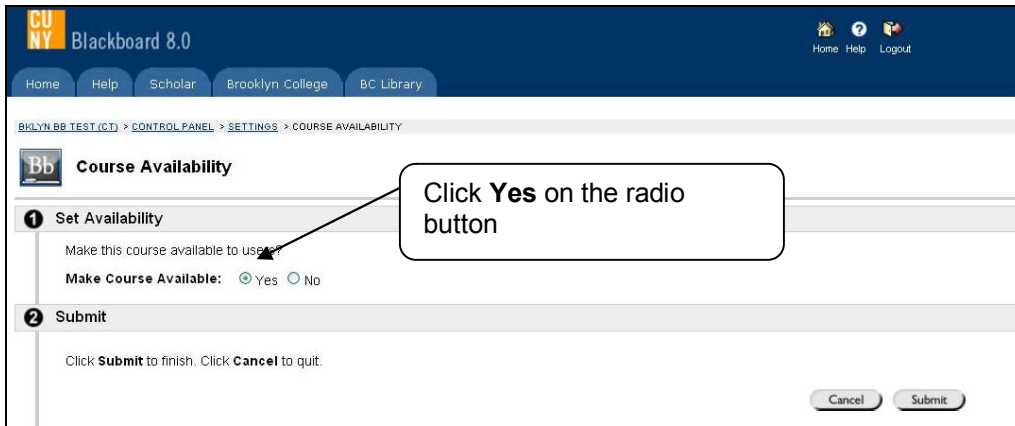
#### Answer

By default Blackboard courses are unavailable, faculty need to follow instructions to make them available.

1. Logon to Blackboard.
2. Go to the course site to which you will make available.
3. Go to the **Control Panel** link.
4. Choose the **Setting** link in the **Course Options** area.



5. Select the **Course Availability** link on the Setting page.
6. Click **Yes** on the radio button.



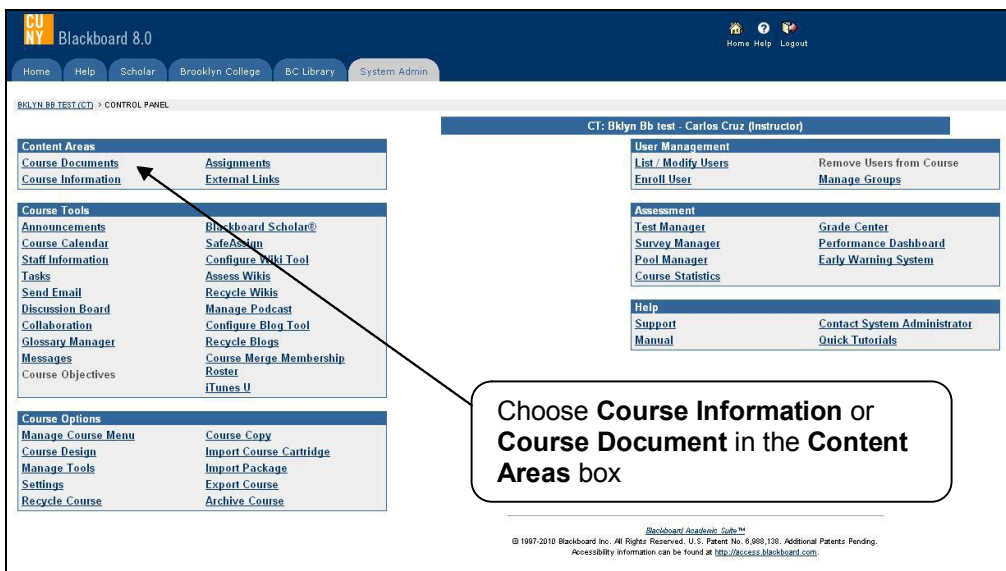
7. Click the **Submit** button.
8. Click OK in the success page.


## Adding Course Information

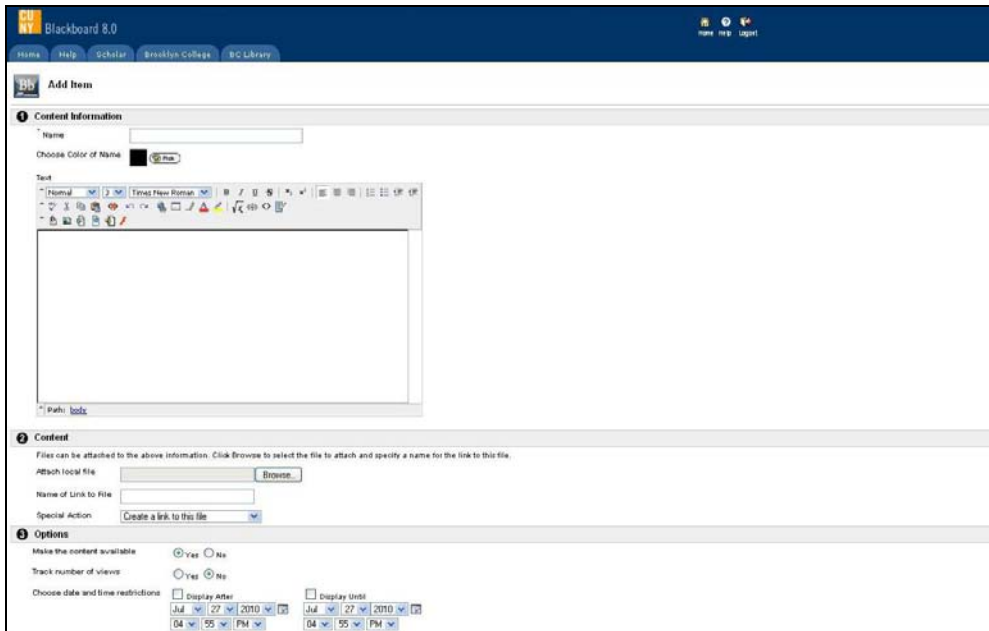
### 17- How do I post Course Information or Course Documents on Blackboard?

#### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will post the course document.
3. Click the **Control Panel** link.



4. Choose **Course Information** or **Course Document** in the **Content Areas** box.
5. Click the **Item** button  on the Add bar.
6. Enter the name of the document.



7. Scroll down to Section 2.
8. Click the **Browse** button next to the **Attach Local File** box.
9. Locate and select the file you want to attach and click the **Open** button.
10. Click the **Submit** button.
11. Click **OK** in the Success page.

**Note:** You will get an error message instead of the document attached or posted in the course if the name of the document is too long and do not have the underscore "\_" between words.

Blackboard recommendation is to tell users to avoid having space in the file name or use underscore "\_" between the words. Short name with space; no special characters such as apostrophe, comma, bang (!), quotes, and parenthesis will work too.

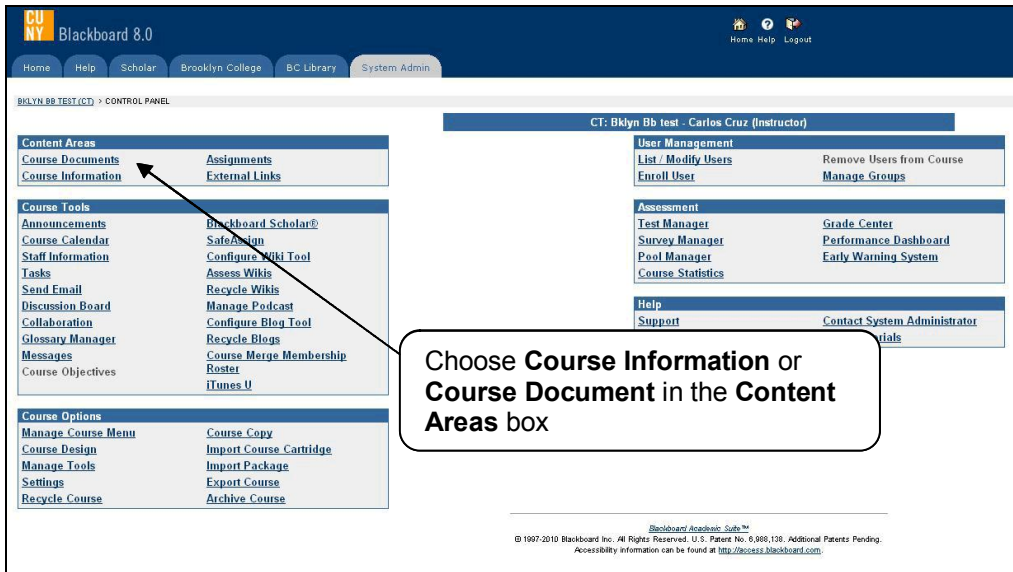
**Example of proper format:**

- Adolescents\_should\_not\_be\_allowed\_to\_make\_their\_own\_life\_and\_death\_decisions.doc

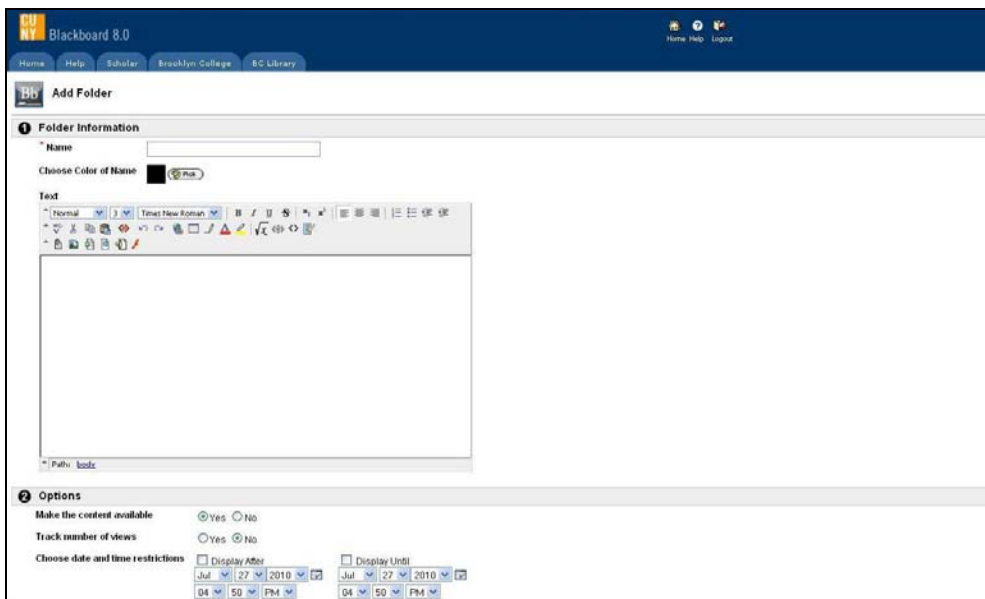
## 18- How can I create folders on Blackboard?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will create a folder.
3. Click the **Control Panel** link.
4. Choose **Course Information** or **Course Document** in the **Content Areas** box.



5. Click the **Folder** button  on the Add bar.
6. Enter the name of the folder.

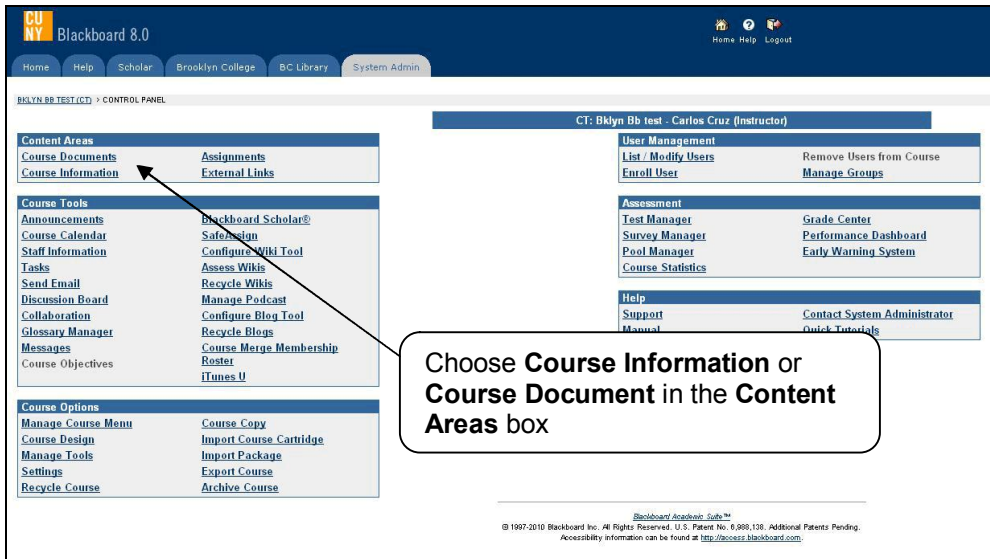



7. Enter a description of the folder in the **Text** box.
8. Click the **Submit** button.
9. Click **OK** in the Success page.

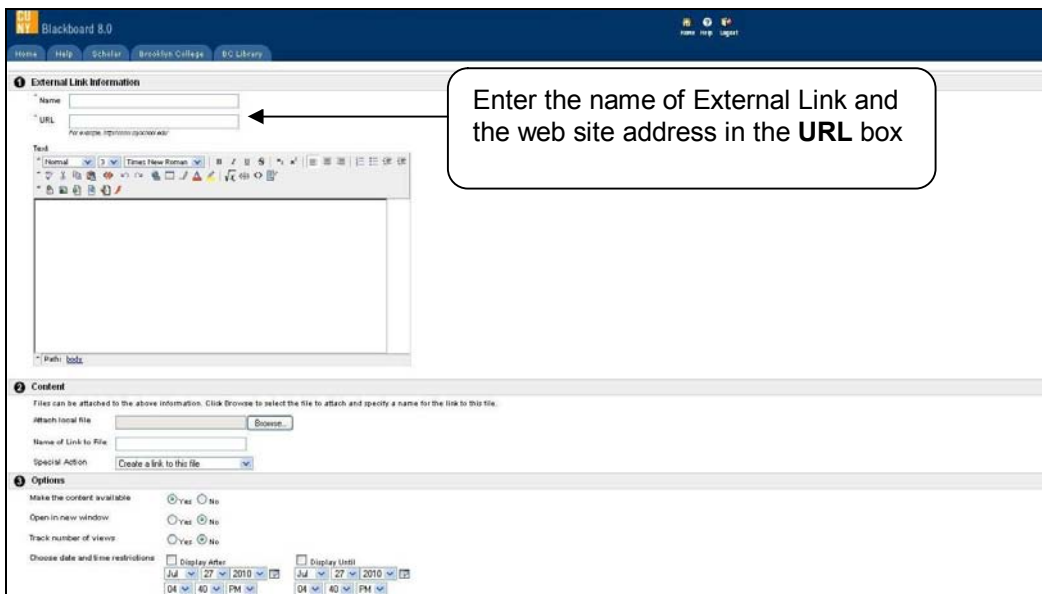
## 19- How to add an External Link on Blackboard?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will add an external link.
3. Click the **Control Panel** link.
4. Choose **Course Information** or **Course Document** in the **Content Areas** box.



5. Click the **External Link** button  on the Add bar.
6. Enter the name of External Link.
7. Enter a web site address in the **URL** box. (You need to enter the full web site address. For example, enter < <http://library.brooklyn.cuny.edu/> > )
8. Enter a description of the link in the **Text** box.



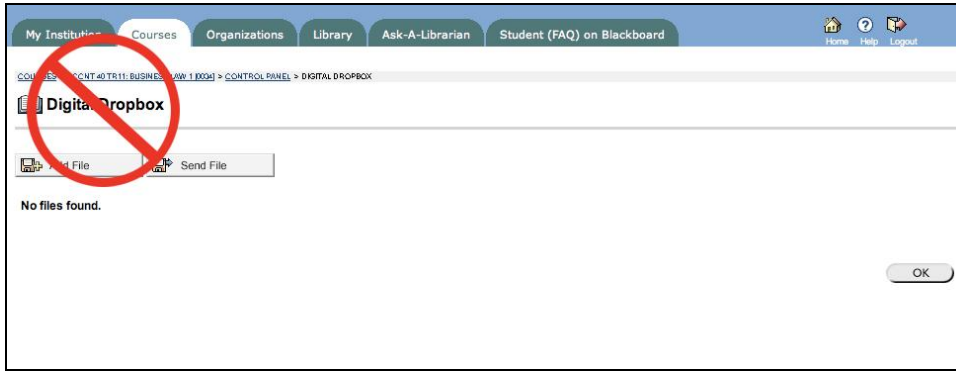
9. Click the **Submit** button.
10. Click **OK** in the Success page.

## 20- How can I find the digital drop box in Blackboard?

### Answer

**THE DIGITAL DROPBOX IS NOT LONGER AN OPTION ON BLACKBOARD.** Assignment and SafeAssignment are the new tools that instructors and students can use to exchange files.

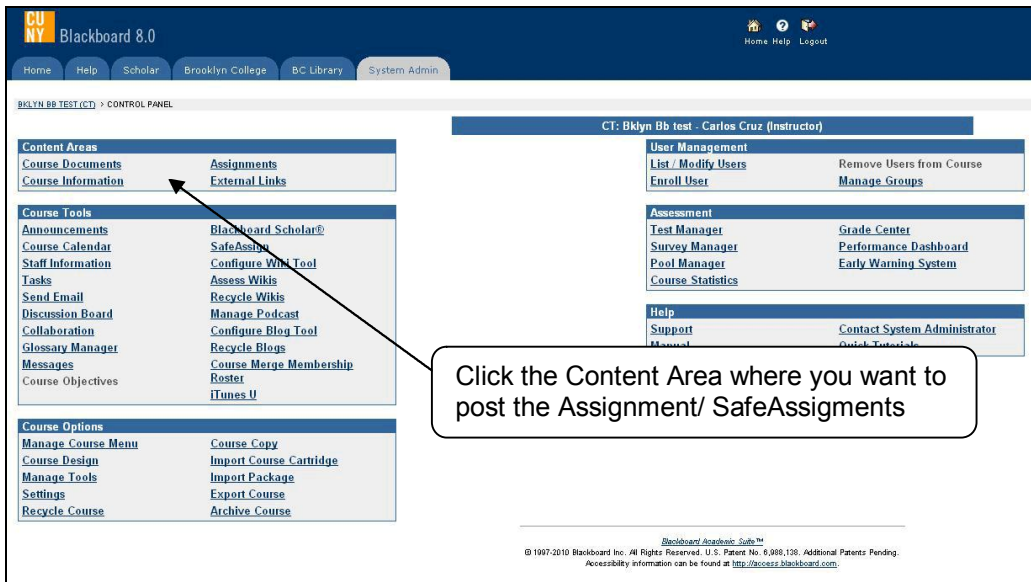




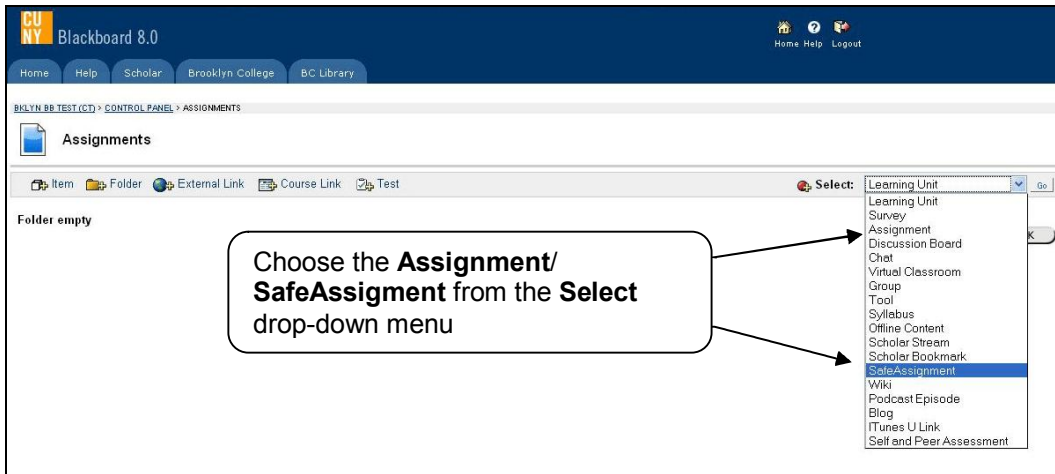
## 21- How do I add Assignments or SafeAssignments to my course site?

### Answer

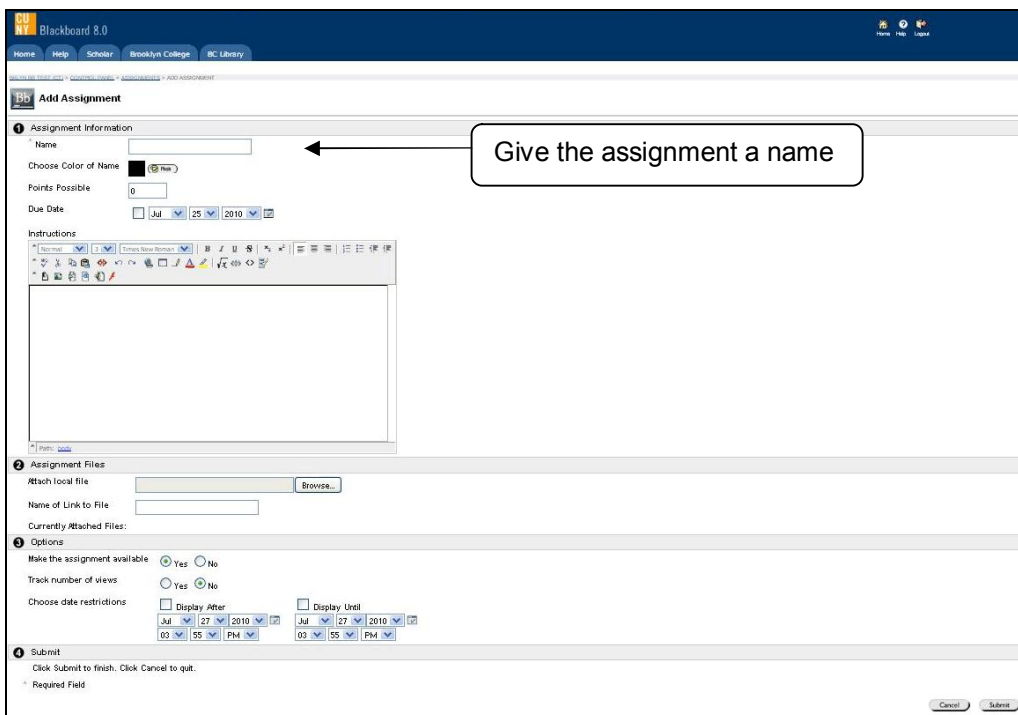
1. Logon to Blackboard.
2. Go to the course site to which you will create the Assignment/ SafeAssignments.
3. From the Control panel, click the Content Area where you want to post the Assignment/ SafeAssignments.



4. Choose the **Assignment/ SafeAssignment** from the **Select** drop-down menu on the right site of the Add bar near to the top of the page.



5. Click the **Go** button.
6. Give the assignment / safeassignment a name, preferably the same name you gave it in your syllabus.
7. Enter in the **Points Possible** box the number of points this assignment is worth.
8. Write instructions for the **Assignment/SafeAssignment**.
9. Click the Browse (or Find File) button to post a document from your computer that already contains the instructions for the assignment or supporting documentation to get it done.



10. Click the **Submit** button.
11. Click **OK** in the success page.

## 22- Which are the differences between Assignment and SafeAssignment?

### Answer

SafeAssign checks student's work against both an institutional and a global database to help prevent plagiarism. "Institutional database" refers to submissions to a CUNY-wide database only. "Global database" refers to submissions by a global community of SafeAssign users.

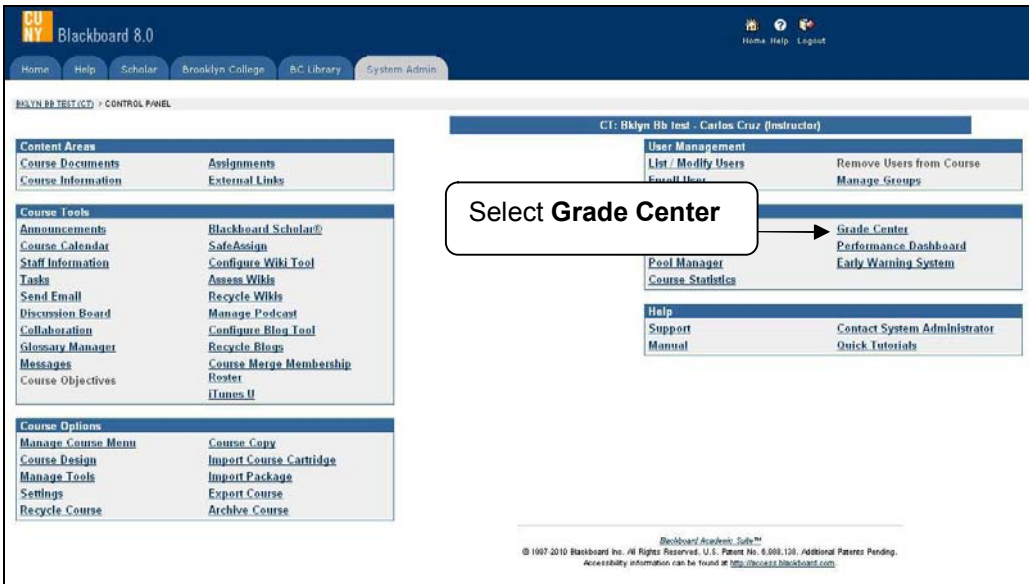
By selecting the Draft (Yes) radio button you won't add the submitted papers to the institutional database. It will allow you to review and return papers to the student and include to the institutional database only the papers final version.

**Note:** SafeAssignments results are normally available in 5 minutes.

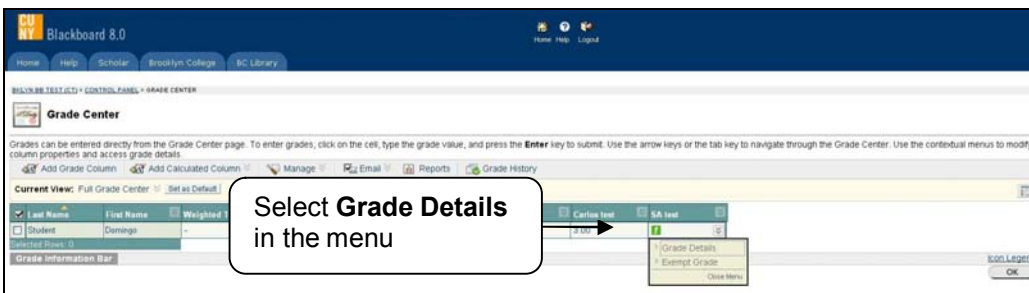
## 23- How do I view and grade Assignments and SafeAssignments?

### Answer

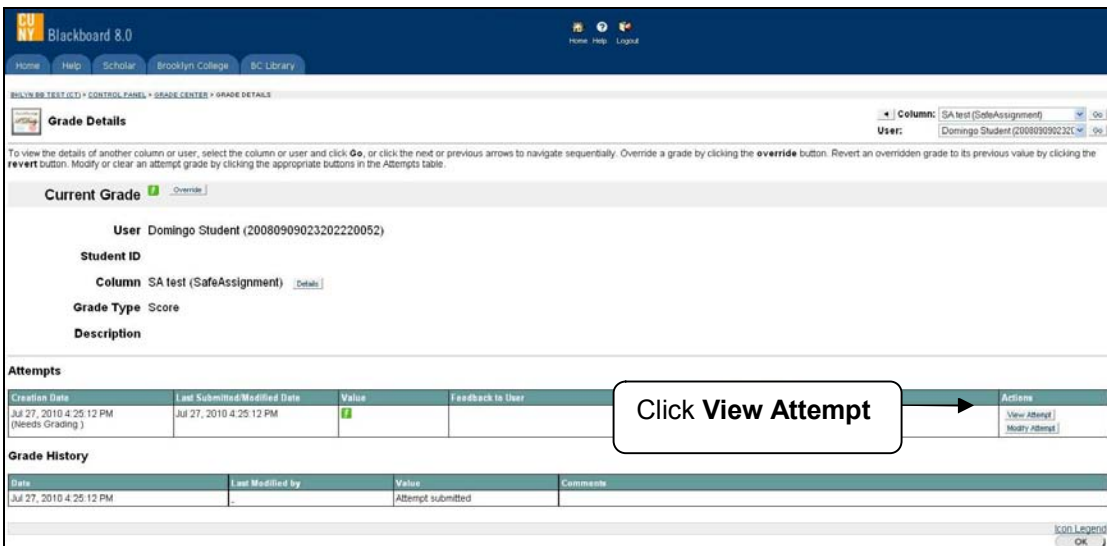
1. Logon to Blackboard.
2. Click the **Control Panel** link.
3. Choose **Grade Center** in the Assessment area.



4. In **Grade Center**, click the Action Link of the item you want to grade to access the menu.
5. Click Grade Details.



6. Click View Attempt. Review the submission's text, download the file, or view the SafeAssign report.



7. Press the SA Report icon  and check the report.

Paper Information		
Author: Domingo Student	Assignment: Athens: 1st Paper	Print version:
Title: Becky-SSH.doc	Submitted: Mon, Mar 29 2011, 1:03 PM	Direct link:
Matching: <input type="text" value="12%"/>	Paper ID: 34710479	

Suspected Sources
Click on a source to view the original, or click on the magnifying glass to see the source highlighted in the text below.
<input type="button" value="Highlight All"/> <input type="button" value="Unhighlight All"/>
<input checked="" type="checkbox"/> <a href="http://shakespeare.berkeley.edu/index.php?option=com_content&amp;task=view&amp;id=60&amp;Itemid=206">http://shakespeare.berkeley.edu/index.php?option=com_content&amp;task=view&amp;id=60&amp;Itemid=206</a>
<input type="checkbox"/> Another student's paper: Author: Alisa Ibragimova; Submitted: Tue, Feb 10 2009, 10:12 PM; Filename: Restoration Debate.doc
<input checked="" type="button" value="Re-process the paper without the selected sources"/>

Paper Text
<p>Becky Melgar The French Academy debate Francois Maynard Unfamiliar Waters Pierre Corneille, playwright of the latest hit play Le Cid, raises question as to whether this play adheres to the French neoclassical principles for dramatic poetry. According to Georges de Soudry's pamphlet titled Observations on The Cid, Le Cid goes beyond the boundaries of neoclassical ideal. As immortals of the French Academy, it is our duty and responsibility to ensure that good French drama is created in order not to ham our reputation as respected literary experts. After close review of the play, we have unanimously come to the conclusion that Le Cid complies within most neoclassical rules and therefore is an ideal and appropriate spectacle for our community and for Europe.</p> <p>Neoclassical theorists maintain that modern plays should be more believable and realistic; verisimilitude, which is the appearance of truth, is a major component in this style. According to Aristotle, a tragedy should consist of noble men and a comedy should consist of lower men. Therefore Le Cid, which is a tragicomedy, combines the actions of noble men with that of poor men and even mixes up their decorum. For example, the sole purpose The Count is killed is on the basis of him slapping the face of a prideful old man. Since tragicomedy is a new genre that we are not familiar with, we tend to immediately knock down the idea of an honor person, like The Count, being affiliated with such ridiculous behavior because it is unnatural for the elite to be associated with such hilarious and unreasonable judgment which "only" resides within the lower class. However, this act of behavior should appear realistic to the audience because according to Guarini, tragicomedy "is the form resulting from the imitation of tragic and comic affairs mixed together." (132). Thus, when faced with such scenes in Le Cid, we should not question its plausibility but even than such displays are believable because they mirror real life.</p> <p>In the pamphlet The Compendium of Tragicomic Poetry, Guarini has this to say about the above, "I deny that it is contrary to nature. <b>1</b> that persons great, and those not great should be introduced in one plot" (130). In other words, in order for a play to be realistic, which is one that imitates real life, it should consist both high and low class people because society contains both. Guarini supports my statement by declaring, "Who unfastens the admirably tied knot in Oedipus?". But two servants, guardians of herds" (130). Therefore, if we really want to be technical, tragedies too, break the rules. Neoclassical conventions are too broad and therefore, before we pass judgment on a play, we must refine the rules more explicitly. Also keep in mind that dramas do not present violence on stage because of the difficulty of making it appear real and Le Cid remains constant in this quality besides the fact</p>

safe assign by Blackboard		
Paper Information		
Author: Domingo Student	Assignment: Paper 2	Print version:
Title: Paper 2 Analysis of Gods and Goddesses.doc	Submitted: Thu, Mar 17 2011, 10:51 AM	Direct link:
Matching: <input type="text" value="0%"/>	Paper ID: 34420097	

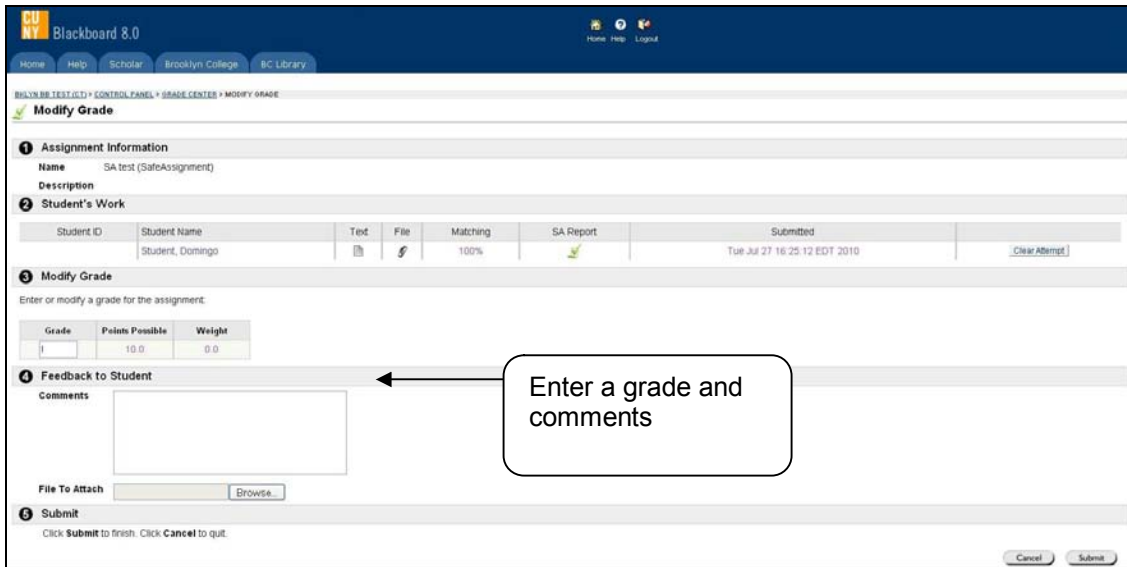
  

Suspected Sources
Click on a source to view the original, or click on the magnifying glass to see the source highlighted in the text below.
<input type="button" value="Highlight All"/> <input type="button" value="Unhighlight All"/>
<input checked="" type="button" value="Re-process the paper without the selected sources"/>

Paper Text
<p>Paper 2 Analysis of Gods and Goddesses The Iliad of Homer is a story of a man's anger. Achilles is angered by the system that is in place for him and is upset that he does not get what he deserves. But Homer is a grand story teller and would not bore people with a mere tale of a man who is upset at how life is. Instead, Homer uses gods and goddesses to spice up a story and draw a crowd. This mere man, Achilles, now turns out to be half god and his very anger can have him shoot flames from the top of his head. These great metaphors of gods and goddesses intensify the theme of Achilles anger, and show how one man chose the fate of many men before him.</p> <p>The book starts off with Homer calling on muses to help him tell the tale of Achilles anger. He then goes on to say that with this "the will of Zeus was accomplished" (Il. 1. 5). This begins to show that Zeus is the manifestation of Achilles decisions. Zeus is the head of the gods and most powerful among them. What he says is final and makes the decision for the rest of them. That is exactly what Achilles is in this war with the Achaians and the Trojans. When Achilles leaves the battlefield the Achaians begin to lose. So much in fact that The leader of them, Agamemnon, has to try and bribe Achilles to come back. Homer uses Zeus to explain why they are losing. Since Achilles has his mother, Thetis, to go to Zeus and ask him to "put strength into the Trojans" (Il.1. 509) it is easy to see that it is really the key to the Achaians victory leaving that is hurting them and making the Trojans stronger. But Zeus always seems to be in contrast with his wife Hera as well. Hera is a representation of the Greek strength in battle. She favors the Greeks over the Trojans and is infuriated with Zeus when she finds out he is helping the Trojans. She even calls him a "treacherous one" (Il.1.540) to show her disdain. This shows a parallel to an argument that Achilles had with Agamemnon. But this scene goes different as he uses the gods to show what could have happened if Achilles had not gone against the system and known his place. The two main gods, Hera and Zeus, are on opposite sides in this war and know their place to not interfere with each other's business. Together they can be used to show Achilles' sides in the battle. He has his Hera side, which wants his Greek people to prosper and to win without any casualties. But he also has his Zeus side, which wants the Greeks to suffer for the way he has been mistreated by Agamemnon. This is strengthened at the end with the decision of whether to give Hector's body back. Hera is the one who takes Achilles side and says he is the son of immortal while Hector is the son of a man, and Achilles is "one dear to the hearts of immortals" (Il.24.55-62). Zeus is the one who stands up for the Trojan side and says Hector is also loved and always gave offerings (Il. 24. 64-70).</p>

8. Close the SA Report window.
9. Enter a grade and comments.



10. Click the **Submit** button.
11. Click **OK** in the success page.

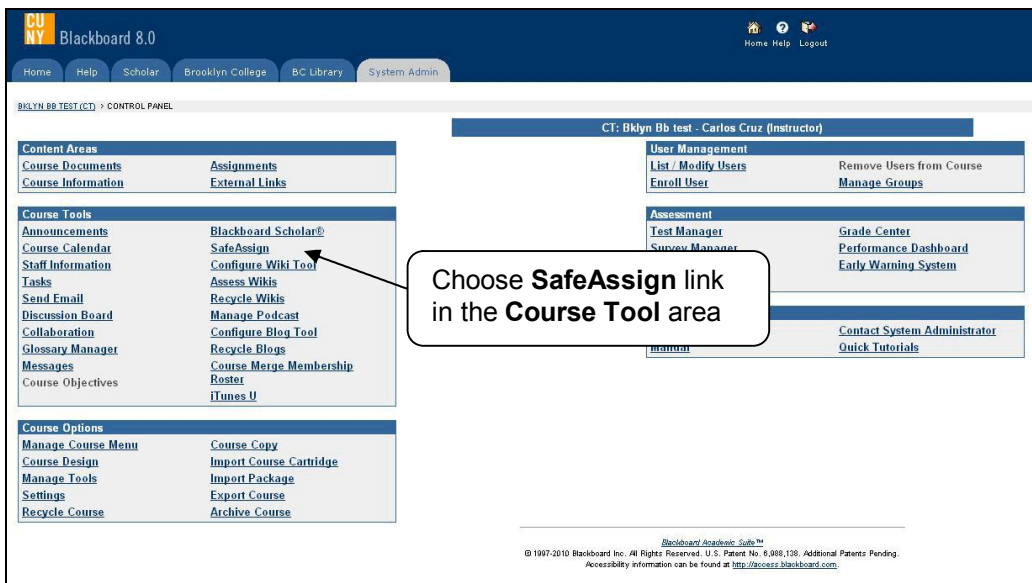
## 24- I could not find the green exclamation mark in the SafeAssignment / Assignment column at the Grade Center. What should I do?

### Answer

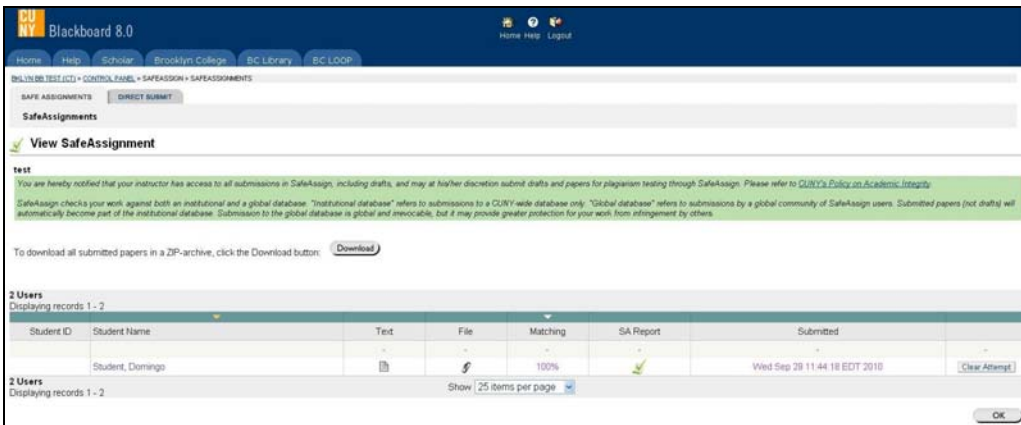
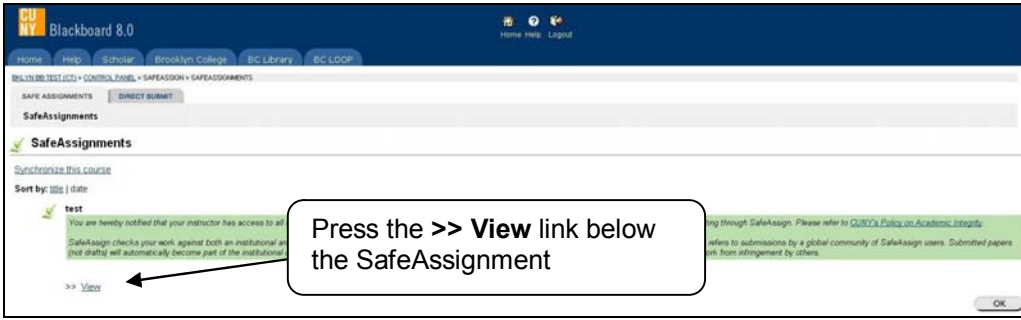
You can access SafeAssignment's papers through Control Panel or **SafeAssignment / Assignment** in the Grade Center.

### Accessing SafeAssignment through Control Panel

1. Logon to Blackboard.
2. Click the **Control Panel** link.
3. Choose **SafeAssign** link in the **Course Tool** area.

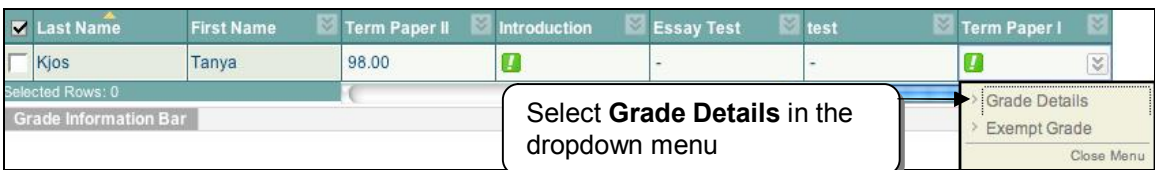


4. Press the >> **View** link below the SafeAssignment.

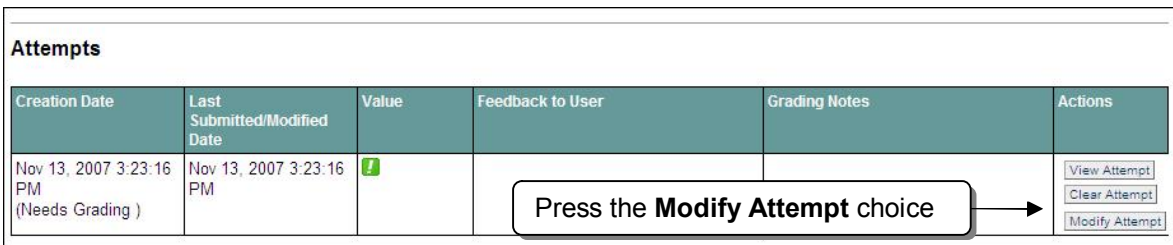


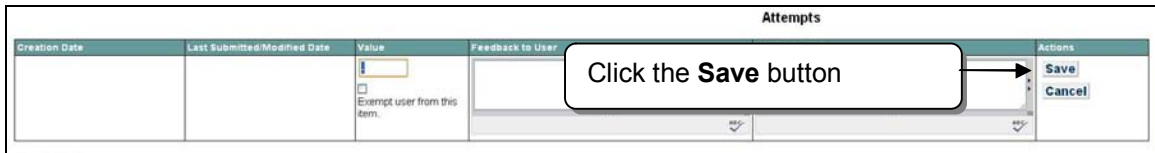
**Grade Center SafeAssignment / Assignment Solution:**

1. Logon to Blackboard.
2. Click the **Control Panel** link.
3. Choose **Grade Center** in the Assessment area.
4. In **Grade Center**, click the action link of the item you want to grade.
5. Select the **Grade Details** option.



6. Press the **Modify Attempt** choice, and then the **Save** button.



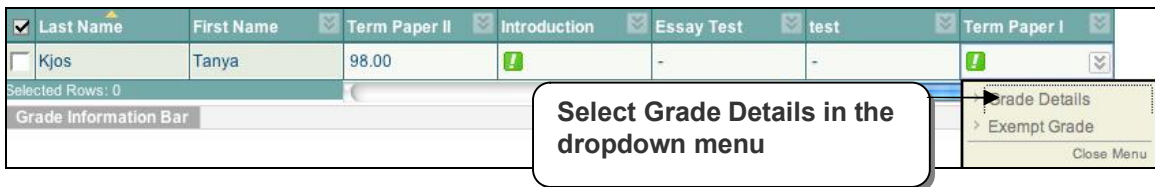


- It will allow you to see the green mark and the **View Attempt** link.

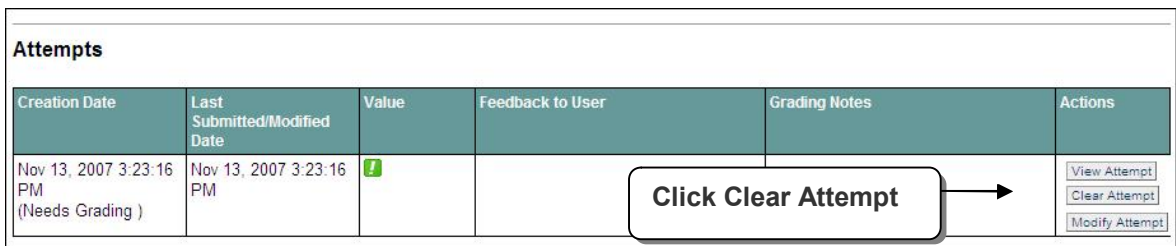
## 25- How do I clear student attempt to assignment or test?

### Answer

- Logon to Blackboard.
- Click the **Control Panel** link.
- Choose **Grade Center** in the Assessment area.
- In **Grade Center**, click the Action Link of the item you want to clear the attempt to access the menu.
- Click **Grade Details**.



- Select the **Clear Attempt** to clear the test information.



- Click the **Submit** button.
- Click **OK** in the success page.

## 26- I am having problems uploading documents to Blackboard. Can you give me some help?

### Answer

- Use **ONLY** alphanumeric characters (A-Z/0-9, no spaces or punctuation) when naming a file to be uploaded.

You will get an error message instead of the document attached or posted in the course if the name of the document is too long and do not have the underscore "\_" between words.

Blackboard recommendation is to tell users to avoid having space in the file name or use underscore "\_" between the words. Short name with space; no special characters such as apostrophe, comma, bang (!), quotes, and parenthesis will work too.



**Example of proper format:**

- Adolescents\_should\_not\_be\_allowed\_to\_make\_their\_own\_life\_and\_death\_decisions.doc
- Be patient, wait for the "content successfully added" receipt. DO NOT click elsewhere while uploading a file.

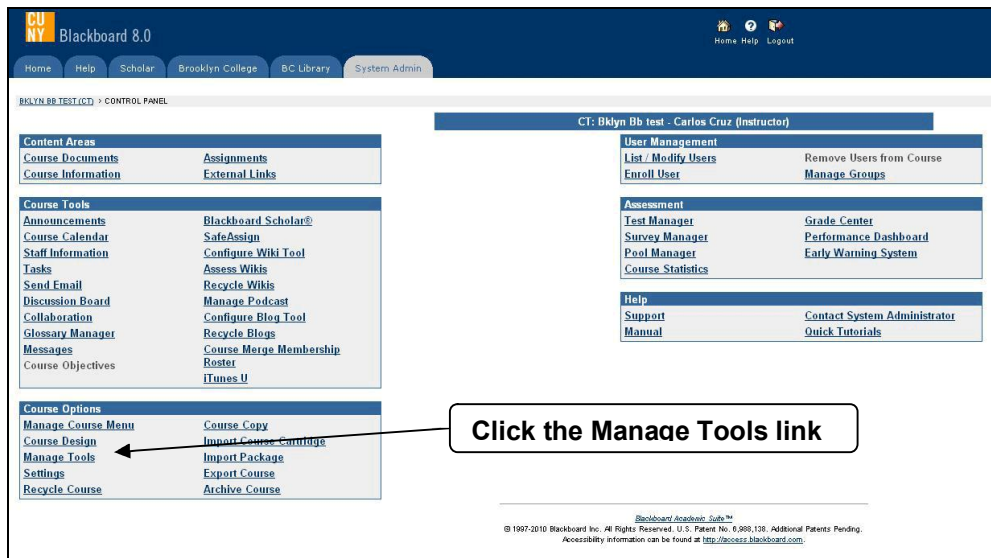
## 27- How do I set up iTunes U on Blackboard?

### Answer

iTunes U is a free application for Mac and PC. It plays all your digital music and video. It syncs content to your iPod, iPhone, and Apple TV. To get access you must download iTunes at < <http://www.apple.com/itunes/download/>>

By default the iTunes U function is unavailable and you need to set it up for each course.

1. Logon to Blackboard.
2. Go to the course site to which you will set up the iTunes U site.
3. From the Control Panel, click the **Manage Tools** link.



4. Press the **Building Block Tool Availability** link, scroll down, and then select the **iTunes U Course Application** box.

CU NY Blackboard 8.0

Home Help Logout

Home Scholar Help Brooklyn College BC Library KBCC KCC Library

SPRING 2009 SUPERV OF INSTRUCT. EDUC 771 ER6 [34431(BROOKLYN)](BKLYN EDUC 771 ER6 200902) > CONTROL PANEL > MANAGE TOOLS

**Manage Tools**

- ▶ [Tool Availability](#)
- ▶ [Building Block Tool Availability](#)
- ▶ [Content Type Availability](#)

Press the Building Block Tool Availability link

OK

CU NY Blackboard 8.0

Home Help Logout

Home Scholar Help Brooklyn College BC Library KBCC KCC Library

SPRING 2009 SUPERV OF INSTRUCT. EDUC 771 ER6 [34431(BROOKLYN)](BKLYN EDUC 771 ER6 200902) > CONTROL PANEL > MANAGE TOOLS > BUILDING BLOCK TOOL AVAILABILITY

**Building Block Tool Availability**

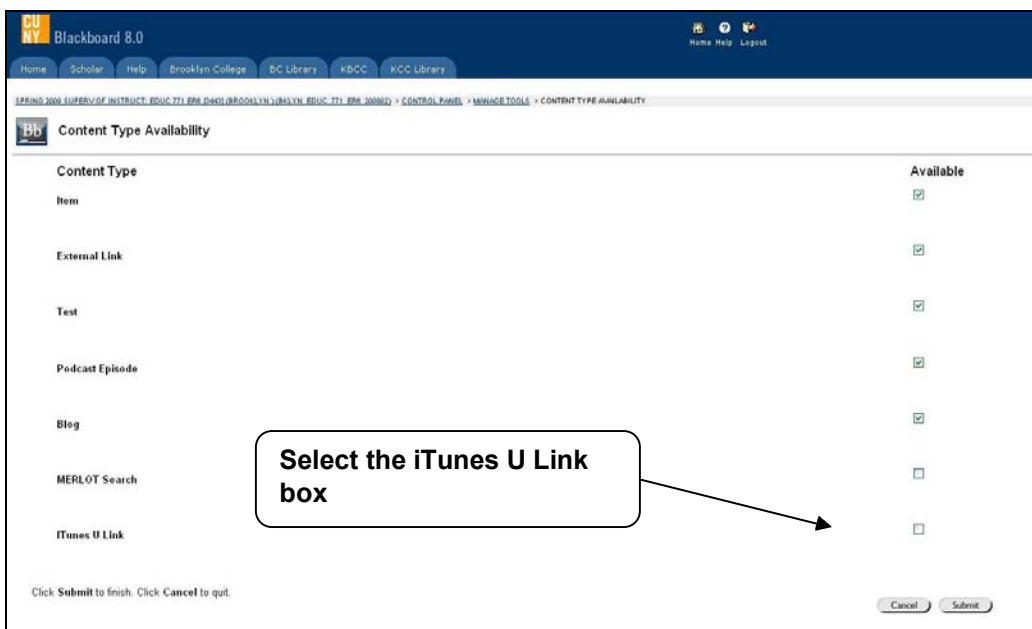
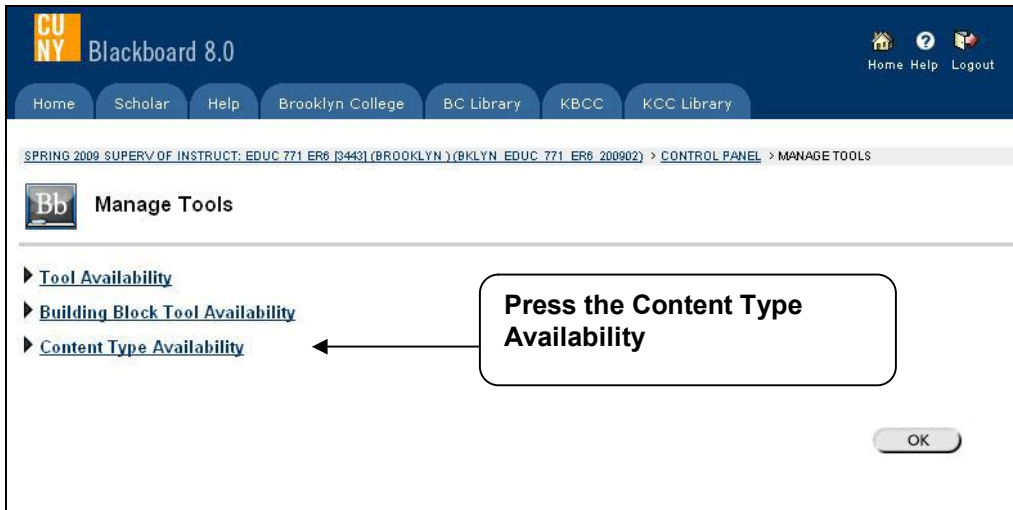
Tool	Available	Allow Guest
Advanced Group Management Advanced Group Management	<input type="checkbox"/>	<input type="radio"/>
Blackboard Scholar Blackboard Scholar	<input checked="" type="checkbox"/>	<input type="radio"/>
Blackboard Sync Blackboard Sync	<input checked="" type="checkbox"/>	<input type="radio"/>
Blog Tool Blog Tool	<input checked="" type="checkbox"/>	<input type="radio"/>
Course Merge Tool Course Merge Tool	<input checked="" type="checkbox"/>	<input type="radio"/>
iTunesU Course Application iTunesU Course Application	<input type="checkbox"/>	<input type="radio"/>
List All Users List All Users	<input type="checkbox"/>	<input type="radio"/>
Self and Peer Assessment Self and Peer Assessment	<input checked="" type="checkbox"/>	<input type="radio"/>

Select the iTunes U Course Application box.

Click **Submit** to finish. Click **Cancel** to quit.

Cancel Submit

5. Click the **Submit** button.
6. Click **OK** in the success page.
7. From the Manage Tools page, press the **Content Type Availability** link. Scroll down, and then select the **iTunes U Link** box.



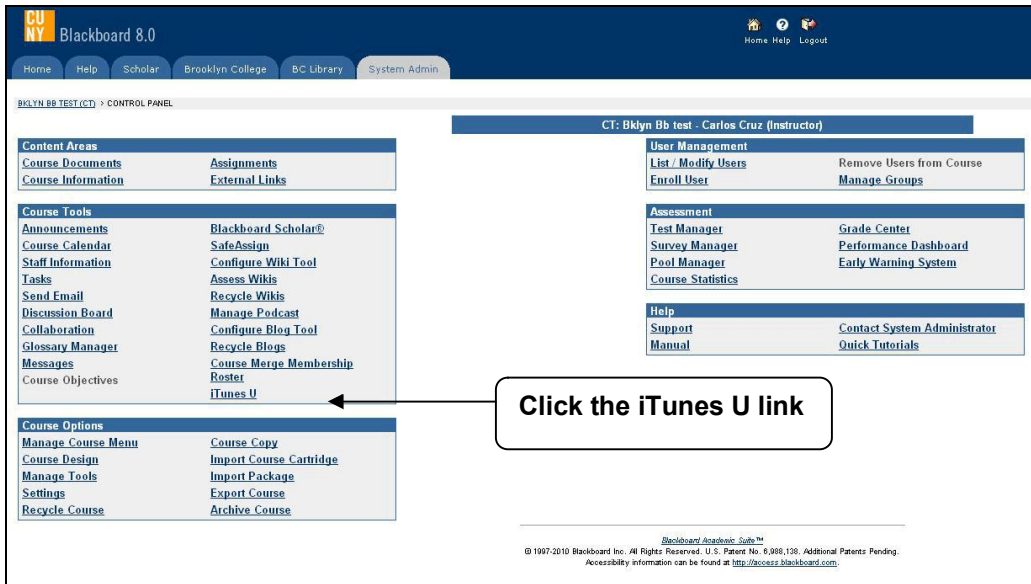
8. Click the **Submit** button.
9. Click **OK** in the success page.

## 28- How to activate iTunes U on Blackboard?

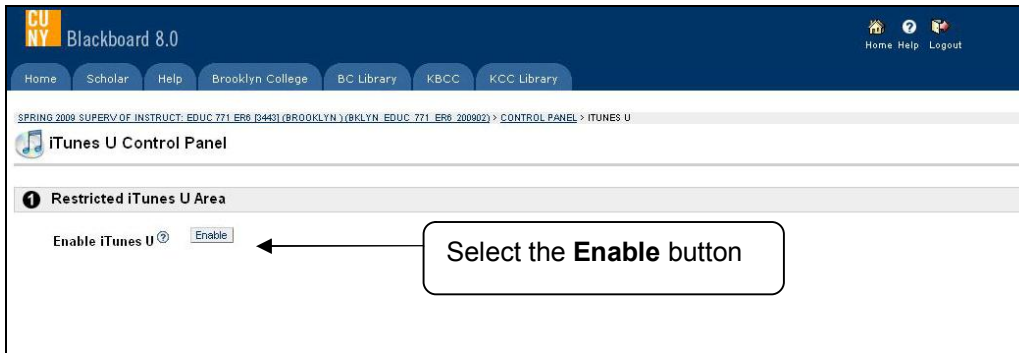
### Answer

Once you set the iTunes U function up you need to activate it. The iTunes activation process is a one time action for each course.

1. Logon to Blackboard.
2. Go to the course site to which you will activate the iTunes U site.
3. From the Control Panel, click the **iTunes U** link.



4. Select the **Enable** button.



5. Click **OK** in the success page.

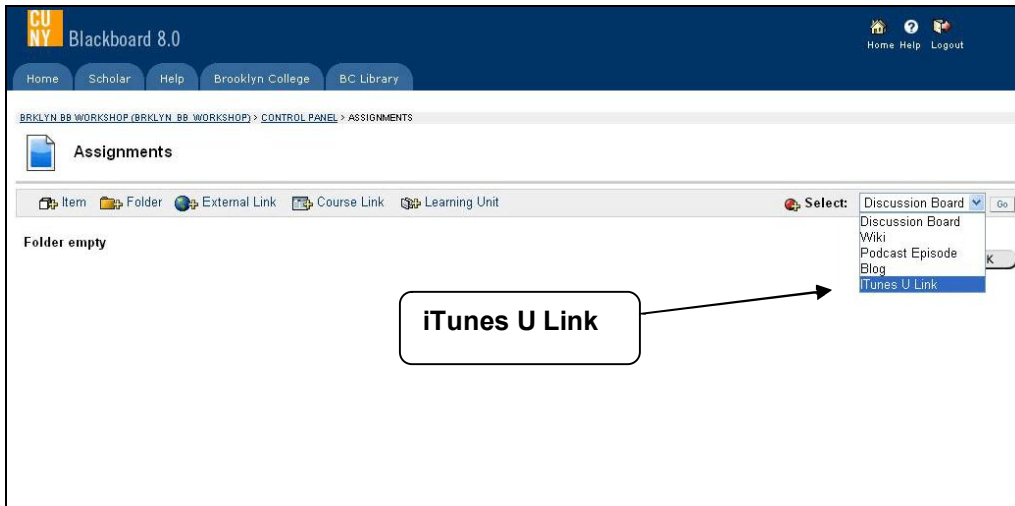
**NOTE:** You will get an iTunes U Notification via e-mail

## 29- How can I add iTunes U content to my course site?

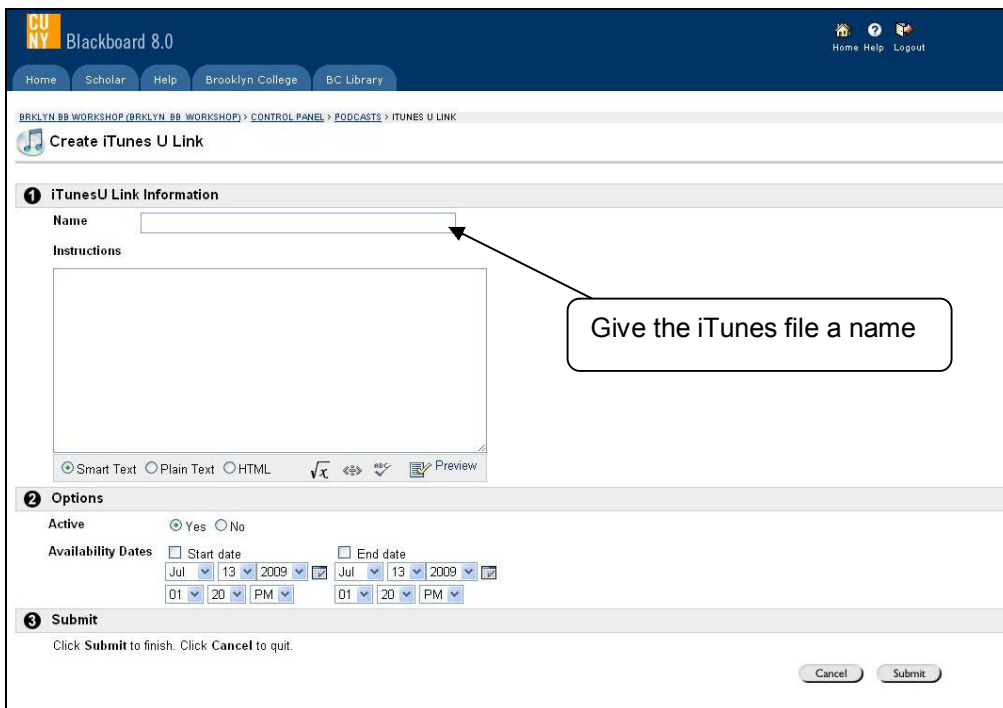
### Answer

#### Adding a iTunes U link

1. Logon to Blackboard.
2. Go to the course site to which you will add the iTunes U content.
3. From Control panel, click the Content Area where you want to post the iTunes U content.
4. Choose the **iTunes U Link** from the **Select** drop-down menu on the right site of the Add bar near to the top of the page.



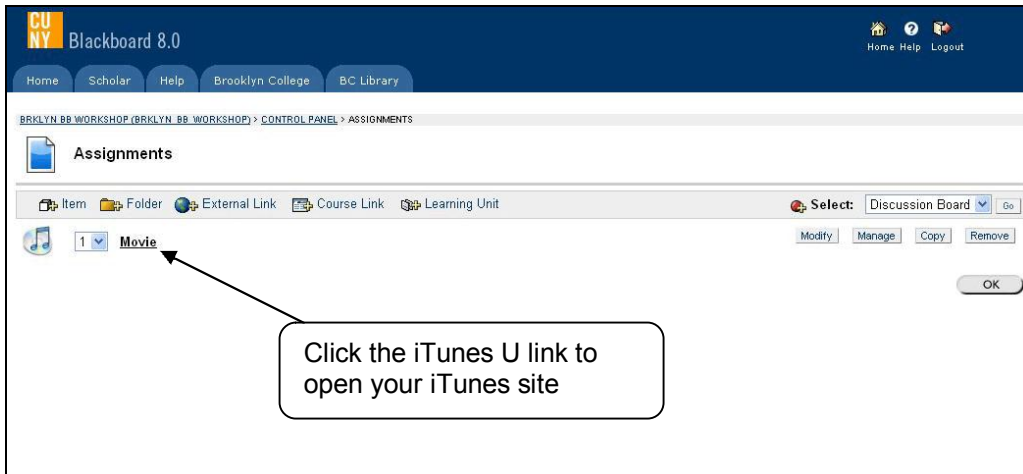
5. Click the **Go** button.
6. Give the iTunes file a name, preferably the same name you gave it in your syllabus.
7. Enter in the **Availability Dates**: Start date and End Date.



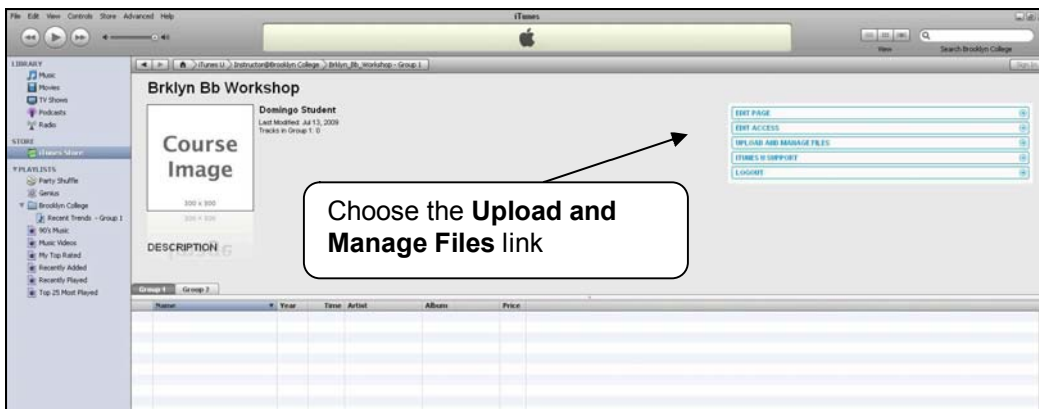
8. Click the **Submit** button.
9. Click **OK** in the success page.

### Uploading content into iTunes U

1. Logon to Blackboard.
2. Go to the course site to which you will add the iTunes U content.
3. From Control panel, click the Content Area where the iTunes U content is.
4. Click the iTunes U link to open your iTunes site.



5. Choose the **Upload and Manage Files** link.



6. To upload a file, click Add New File and select the file.



7. Upload files on iTunes U will take time.

8. Click the **Done** button.

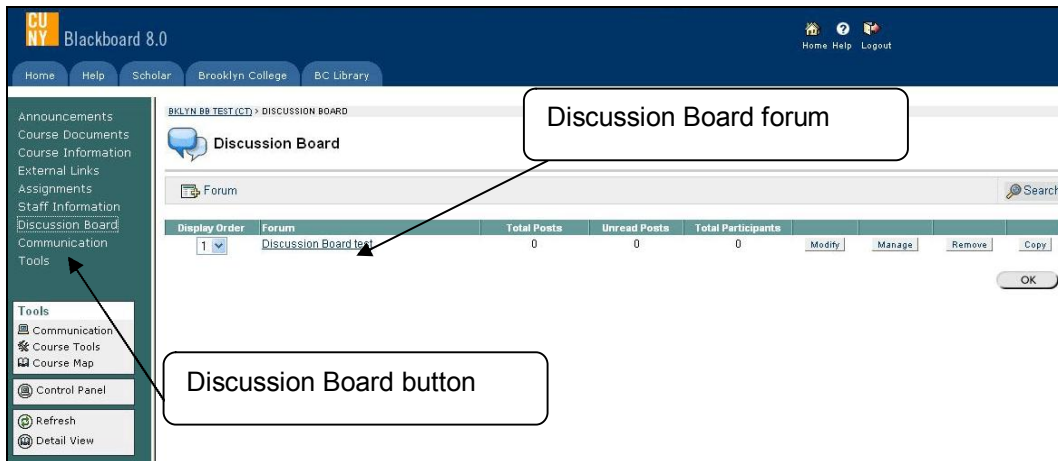
**Note:** iTunes U only accepts files for upload that are less than 1 gigabyte (GB). Audio files must be either AAC or MP3 with appropriate file extensions (.m4a, .mp3). To use specific cover artwork with an audio track, use the AAC file type format (.m4a). Video files must be MPEG-4 with H.264 compression with appropriate file extensions (.mp4, .m4v, .mov). If you are using QuickTime to create and edit video content, export your videos by choosing Movie to iPod from the Export pop-up menu in QuickTime Pro.

## Creating a Discussion Thread

### 30- What is a threaded discussion on a Blackboard Discussion Board list?

#### Answer

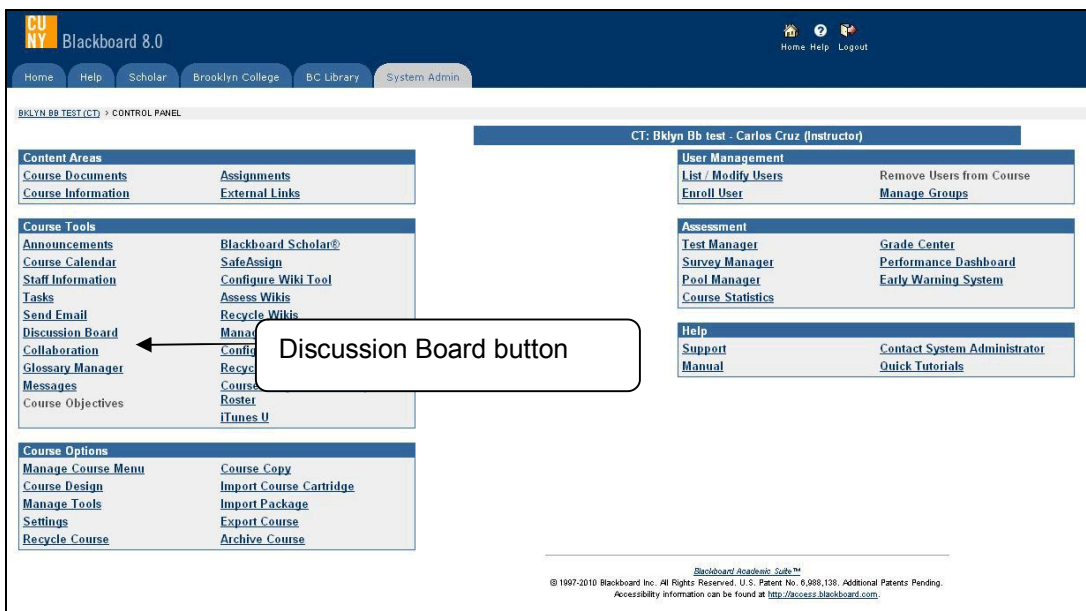
The threaded discussion list is located within the **Discussion Board** under the **Communication** button of Blackboard. There, faculty and students can post their response on course-related discussions at a time that is convenient to them. In some cases you can find the threaded discussion list within the content sections (e.g. Week 1, Section 1, or Lesson 1).



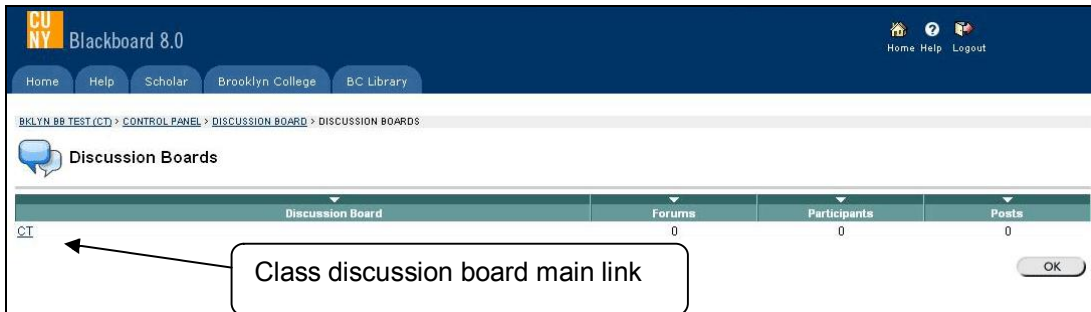
### 31- How do I add discussion forums to my course site?


#### Answer

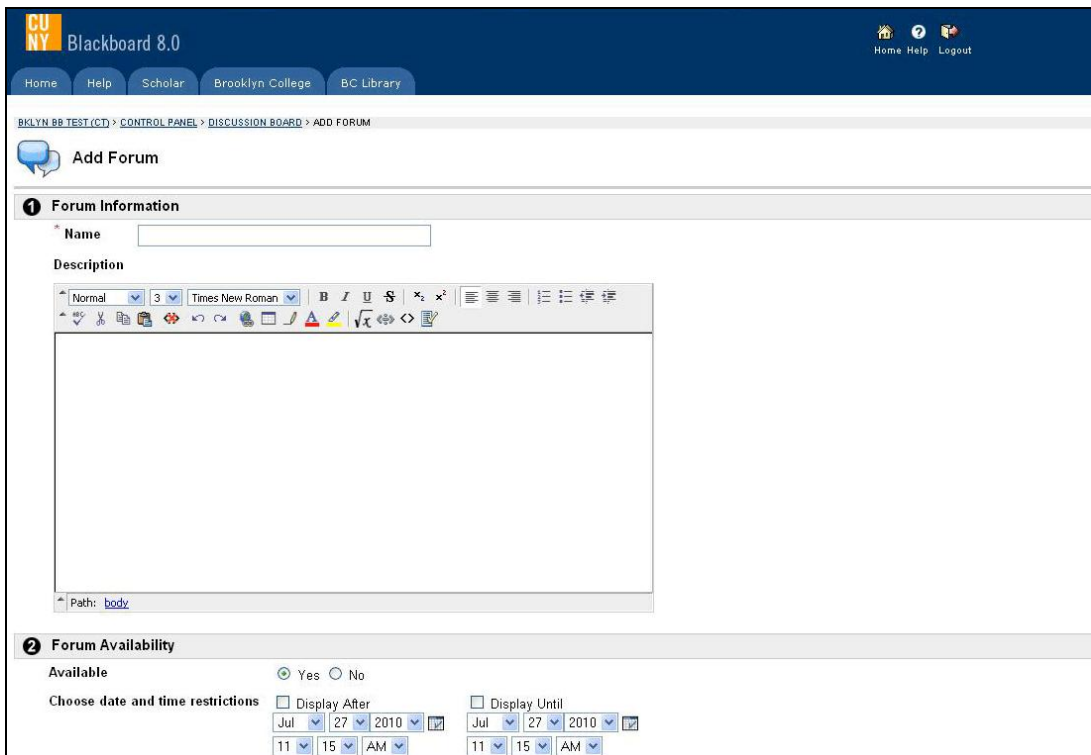
1. Logon to Blackboard.
2. Go to the course site to which you will add a Discussion Board.
3. From Control panel, click the Discussion Board button.



4. Press the class discussion board main link.



5. Select the Add Forum  button.
6. Enter the forum title in the **Name** text field and, in the Text Box Editor enter the forum description and any instructions you want learners to have.



7. Select the forum availability and time frame.
8. Enter the Forum Settings section, enable the check box next to the options you want learners to have in the forum.
9. Click the **Submit** button.
10. Enter **OK** in the success page.



**3 Forum Settings**

- Allow anonymous posts
- Allow author to remove own posts
  - All posts
  - Only posts with no replies
- Allow author to modify own published posts
- Allow post tagging
- Allow users to reply with quote
- Allow file attachments
- Allow members to create new threads
- Subscribe**
  - Do not allow subscriptions
  - Allow members to subscribe to threads
  - Allow members to subscribe to forum
    - Include body of post in the email
    - Include link to post
- Allow members to rate posts
- Force moderation of posts
- Grade**
  - No grading in forum
  - Grade Forum: Points possible:
  - Grade threads

**4 Submit**

Click **Submit** to finish. Click **Cancel** to quit.

\* Required Field

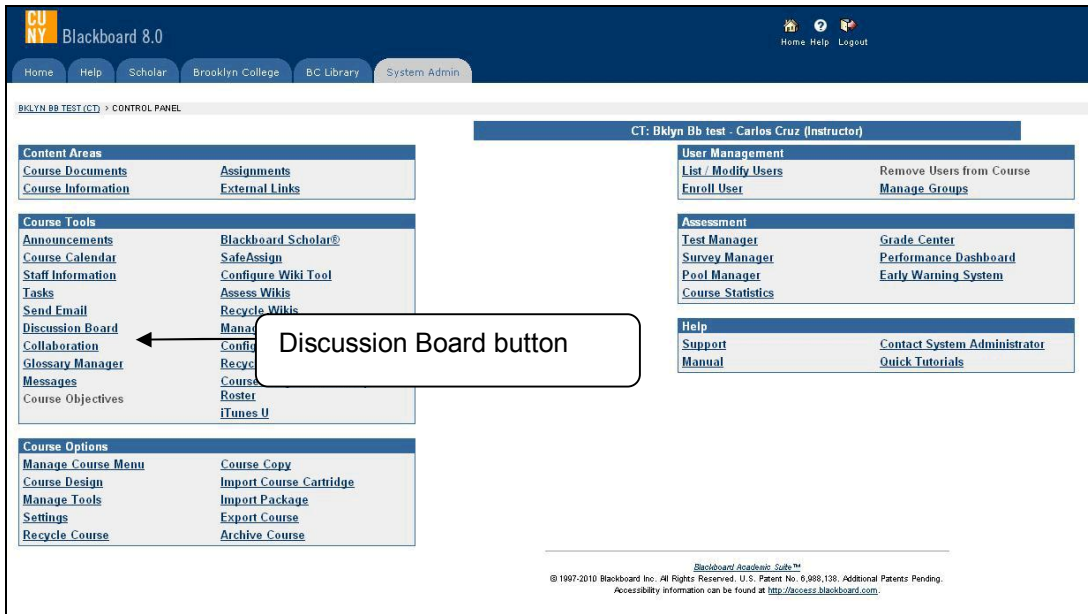
## 32- How do I create group discussion forums?

### Answer

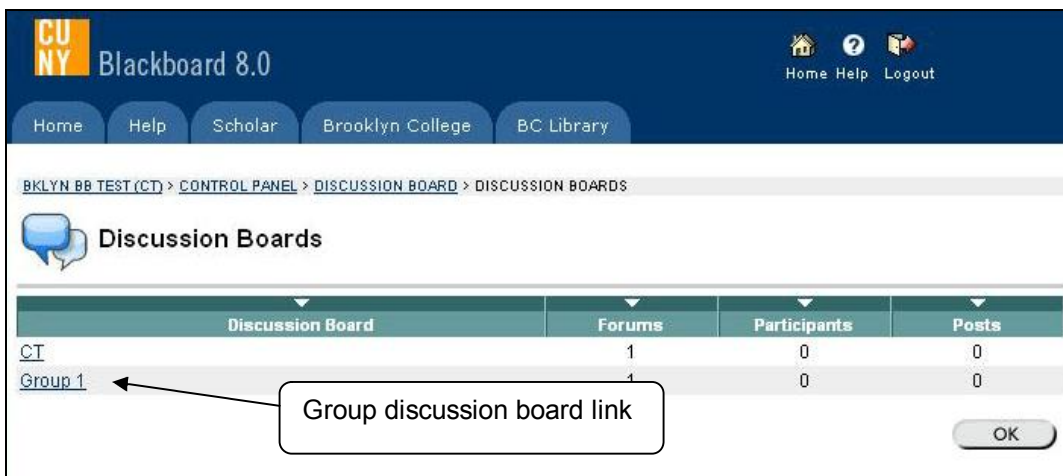
If you have created groups in your course site (and enabled the group discussion board functionality for a group), additional group discussion boards will be displayed. Only members of a specific group will be able to view and post to their discussion board.

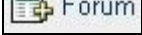
Group discussions are available for group member **ONLY** through the **Communication** area, **Group Pages** link

1. Logon to Blackboard.
2. Go to the course site to which you will create a group Discussion Board.
3. From Control panel, click the Discussion Board button.



4. Press the group discussion board link.



5. Select the Add Forum  button.
6. Enter the forum title in the **Name** text field and, in the Text Editor enter the forum description and any instructions you want learners to have.

CU NY Blackboard 8.0

Home Help Scholar Brooklyn College BC Library

Home Help Logout

BUKYN BB TEST (CT) > CONTROL PANEL > DISCUSSION BOARD > ADD FORUM

### Add Forum

**1 Forum Information**

Name

Description

Normal  3  Times New Roman **B** *I* U ~~S~~  $\sqrt{x}$   $\frac{1}{x}$   $\frac{1}{x^2}$

Path: body

**2 Forum Availability**

Available  Yes  No

Choose date and time restrictions

Display After  Display Until  
 Jul 27 2010 11 15 AM Jul 27 2010 11 15 AM

7. Select the forum availability and time frame.
8. Enter the Forum Settings section, enable the check box next to the options you want learners to have in the forum.
9. Click the **Submit** button.
10. Enter **OK** in the success page.

CU NY Blackboard 8.0

Home Help Scholar Brooklyn College BC Library

Home Help Logout

BUKYN BB TEST (CT) > CONTROL PANEL > DISCUSSION BOARD > ADD FORUM

### Add Forum

**3 Forum Settings**

Allow anonymous posts  
 Allow author to remove own posts  
 All posts  
 Only posts with no replies  
 Allow author to modify own published posts  
 Allow post tagging  
 Allow users to reply with quote  
 Allow file attachments  
 Allow members to create new threads

Subscribe

Do not allow subscriptions  
 Allow members to subscribe to threads  
 Allow members to subscribe to forum  
 Include body of post in the email  
 Include link to post

Allow members to rate posts  
 Force moderation of posts

Grade

No grading in forum  
 Grade Forum: Points possible:   
 Grade threads

**4 Submit**

Click **Submit** to finish. Click **Cancel** to quit.

\* Required Field

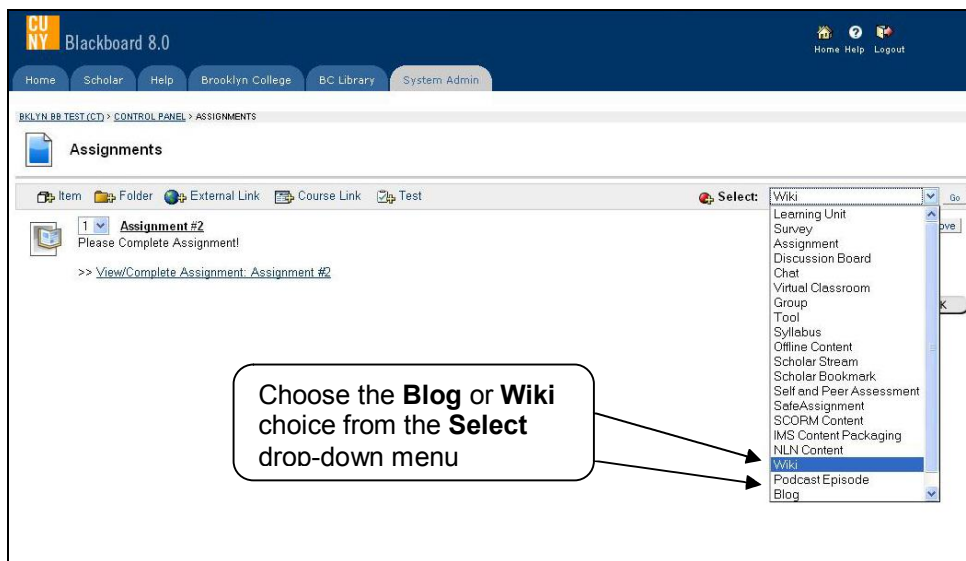
Cancel Submit

### 33- How do I add Blogs and Wikis to my Blackboard course site?

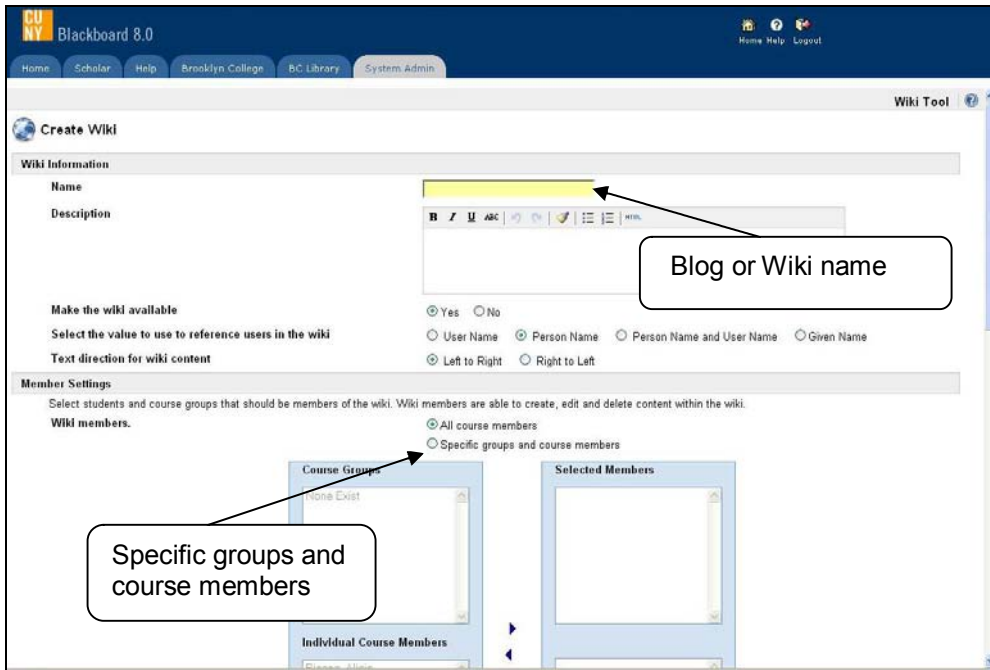
#### Answer

**Blog** allows instructor to create journals in which students can reflect on and analyze course-related topics and assignments. Students can review and comment on their peers' postings, and instructors can participate with students in the evolving dialog. **Wiki** permits users to organize information into creative multilayered, multimedia websites, and keeps a history of the work.

1. Logon to Blackboard.
2. Go to the course site to which you will add Blogs and Wikis.
3. From Control panel, click the Content Area where you want to create Blogs and Wikis.
4. Choose the **Blog** or **Wiki** choice from the **Select** drop-down menu on the right side of the add bar near to the top of the page.

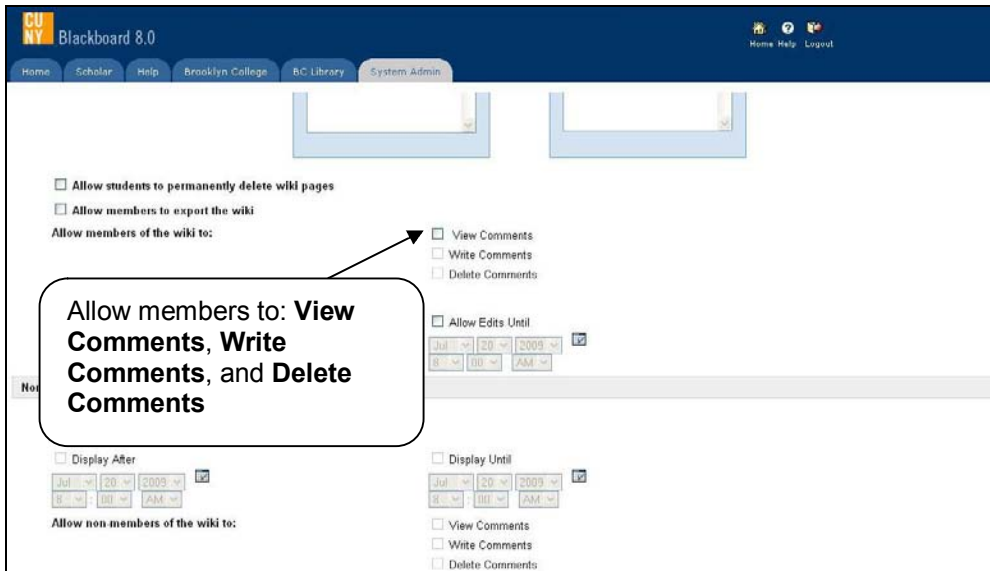


5. Click the **Go** button.
6. Name the Blog or Wiki, preferably the same name you gave it in your syllabus.
7. Select students and course group that should be member of the Blog or Wiki. By default all course member are included, but you can select the second option "Specific groups and course members".



8. Select options in the Allow members section:

- View Comments
- Write Comments
- Delete Comments



9. Set date and time restrictions for editing the wiki.

10. Click the **Submit** button.

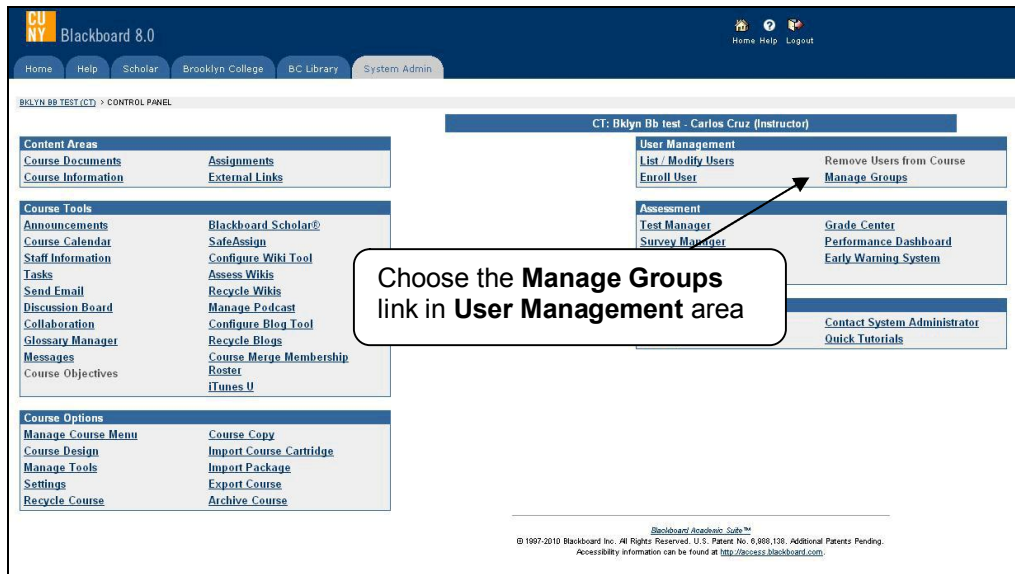
11. Click **OK** in the success page.

## Managing Group

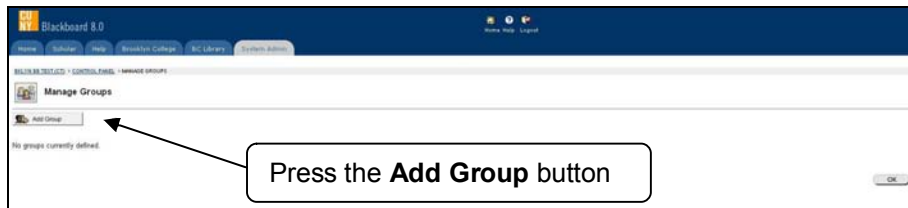
### 34- How do I create groups on Blackboard?

#### Answer

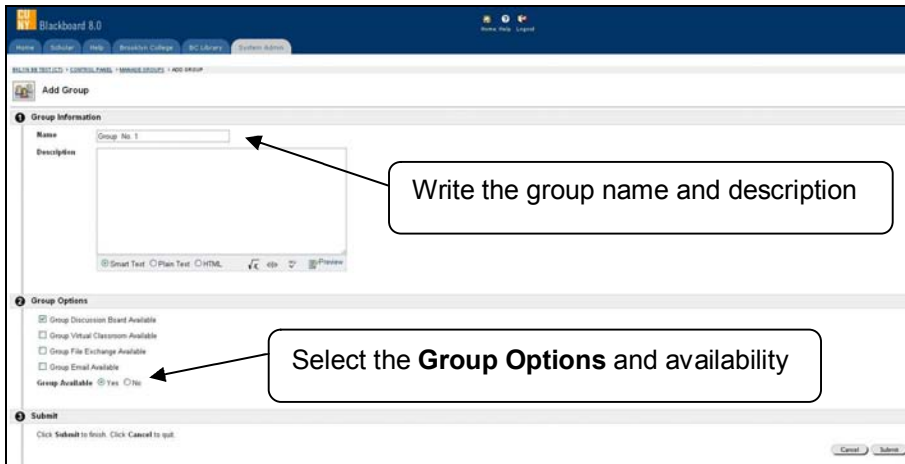
1. Logon to Blackboard.
2. Go to the course site to which you will create groups.
3. Go to the **Control Panel**.
4. Choose the **Manage Groups** link in **User Management** area.



5. Press the **Add Group** button.



6. Write the group name and description.
7. Select the **Group Options** and availability.



8. Click on the **Submit** button
9. Press **OK** in the success page.

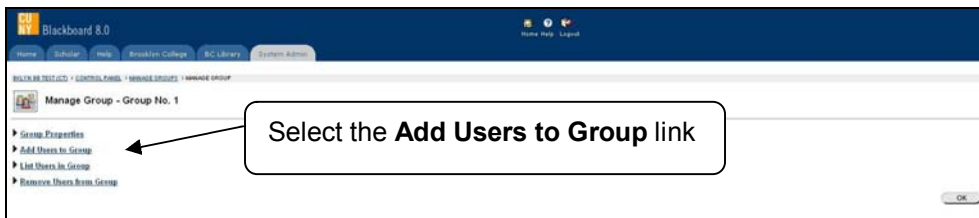
## 35- How do I add student into the groups / modify groups setting?

### Answer

1. Click the **Modify** button next to the group name.



2. Select the **Add Users to Group** link.



3. Click the Search button.
4. Select the box close to the name of new group member.
5. Click on the **Submit** button.
6. Press **OK** in the success page.

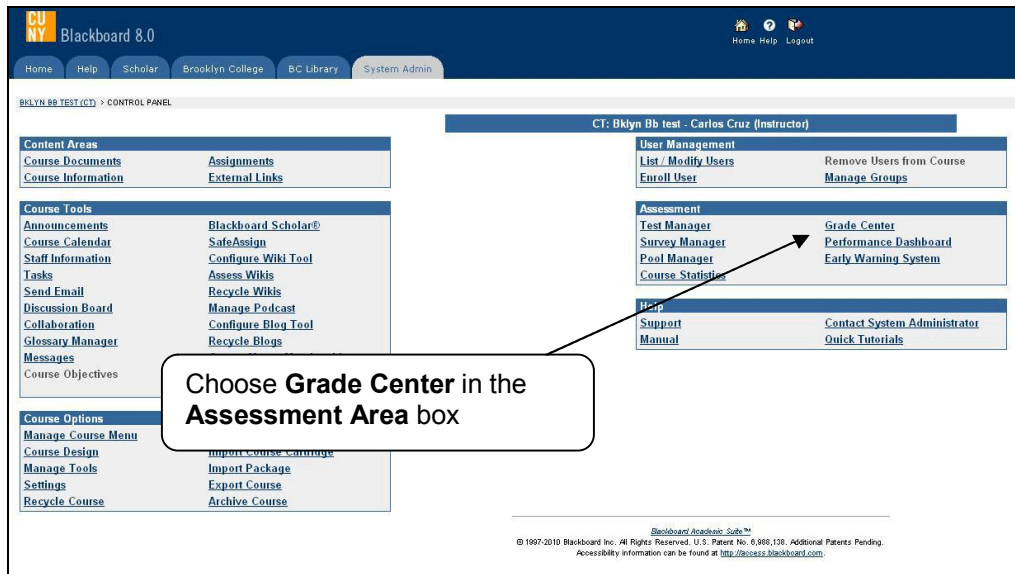
**NOTE:** To verify the group member and options; select the **Communication** button at the menubar, the **Group Pages** link, and then each of the group listed at the Group Pages.

## Working with Grade Center

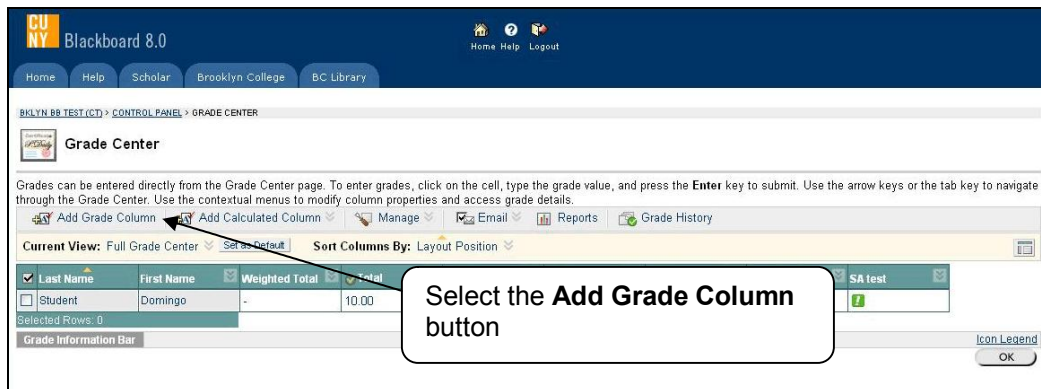
### 36- How do I add columns to the Grade Center?

#### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will add the Grade Center column.
3. Click the **Control Panel** link.



4. Choose **Grade Center** in the **Assessment Area** box.
5. Select the **Add Grade Column** button.
6. Type the column name and a short **description** for the column. Column name will only accept 15 characters.
7. Choose how you want to display the grade, either percentage, score, text or letter.



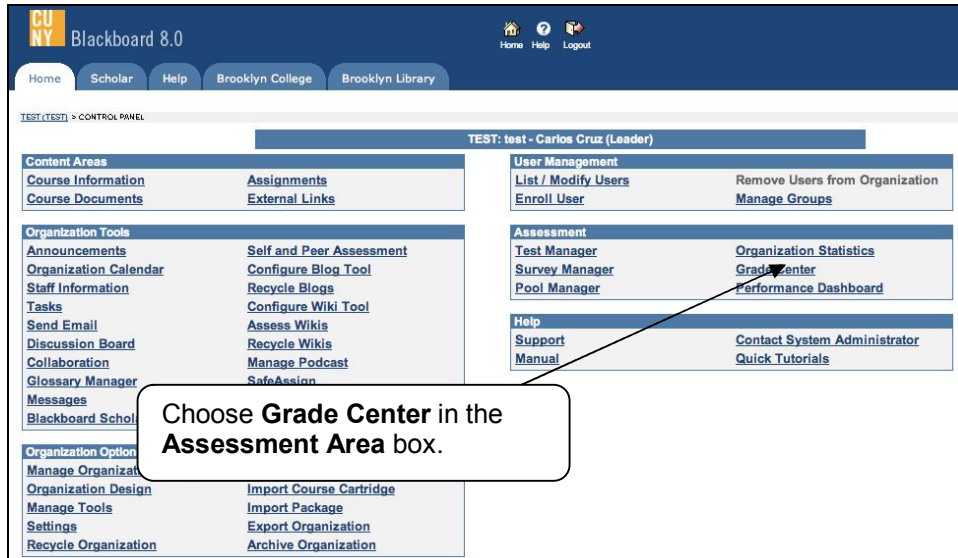
8. Click the **Submit** button.
9. Click **OK** in the Success page.



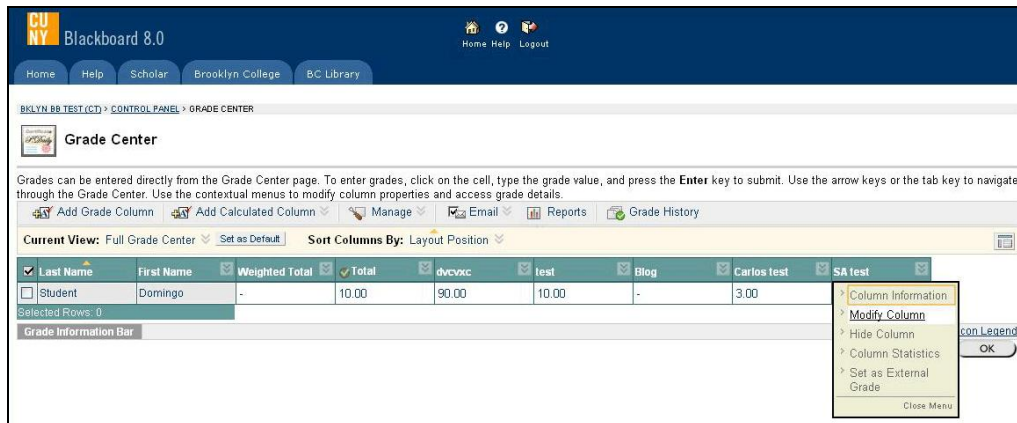
## 37- How do I modify Grade Center columns?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will change the Grade Center information.
3. Click the **Control Panel** link.



4. Choose **Grade Center** in the **Assessment Area** box.
5. In **Grade Center**, click the Action Link of the column you want to modify to access the menu.
6. Select the **Modify Column** link.



7. Make desired changes.
8. Click the **Submit** button.
9. Click **OK** in the Success page.

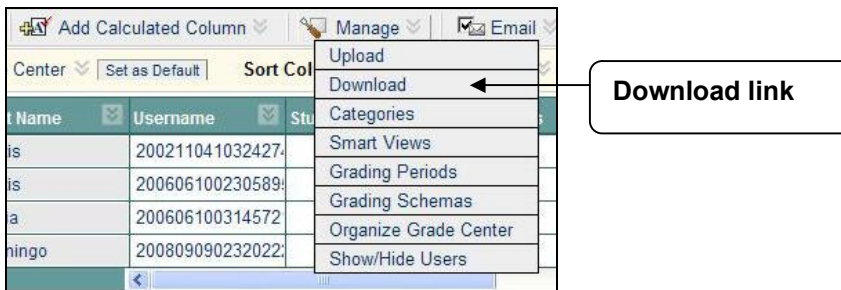
## 38- How to download / modify / upload grades on Blackboard?

### Answer

When uploading grades, **first download the Grade Center**, and then modify the file with the data to be uploaded. This will help ensure that the data in the upload file is formatted correctly.

#### Downloading grades on Blackboard

1. Logon to Blackboard.
2. Go to the course site to which you will print/export the grade.
3. Click the **Control Panel**.
4. Choose **Grade Center** in the **Assessment** area.
5. Click the **Download** link from the **Manage** dropdown box.



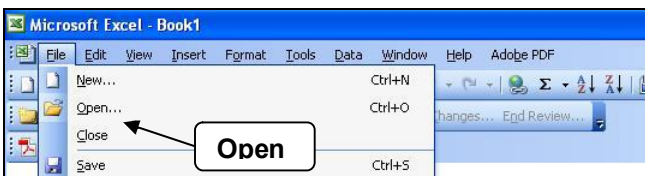
6. Select either the Comma or Tab radio button.
7. Press the **Submit** button.
8. Click the download button.
9. Click **OK**.



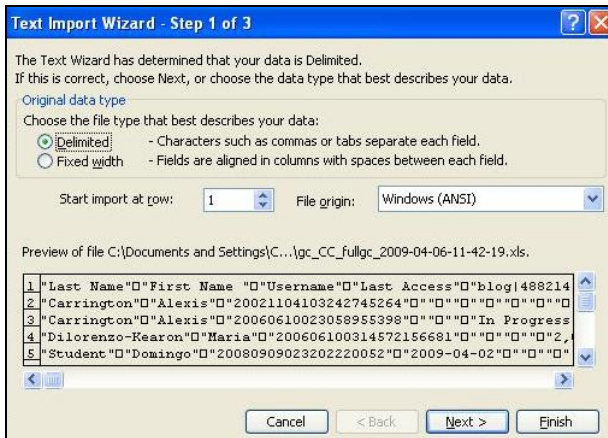
10. Minimize the Blackboard page.

#### Modifying Grade Center score

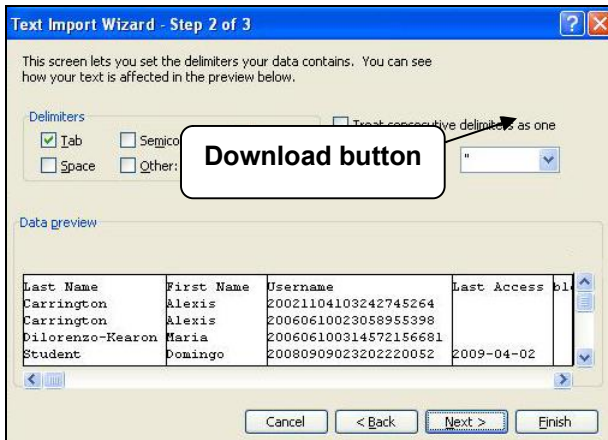
1. Open the Microsoft Excel folder from Microsoft Office Excel program.



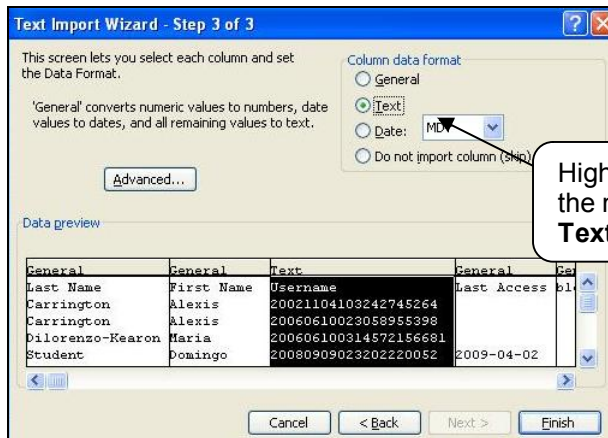
2. A **Text Import Wizard – Step 1 of 3** window will appear in your screen. Select the **Next** button.



3. If you chose the comma choice on step 6, select the **Comma** option, and then press the **Next** button.



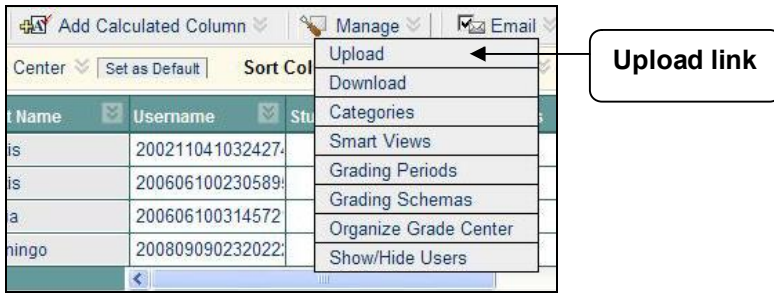
4. Highlight the username column with the mouse and then radio button **Text**.



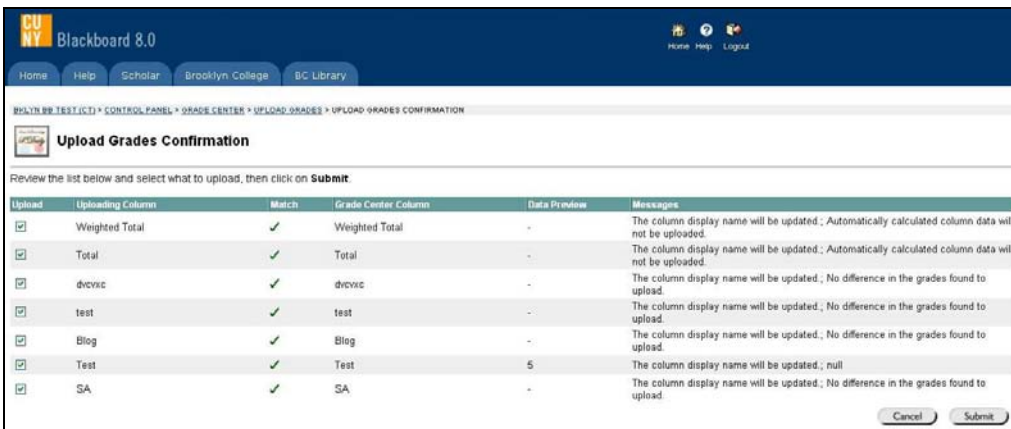
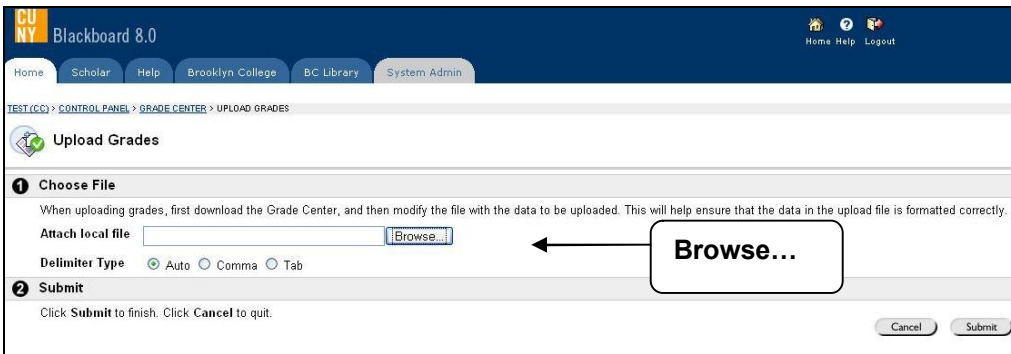
5. Press the **Finish** button.
6. Enter the changes in the Excel document and save it.

## Uploading grades on Blackboard

1. Select the **Upload** link from the **Manage** dropdown box.



2. Press the **Browse** button to attach the local file. Modified columns will appear with a selection mark.

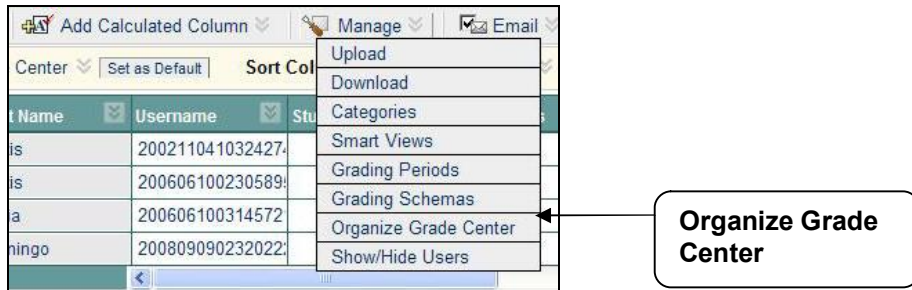


3. Click the **Submit** button.

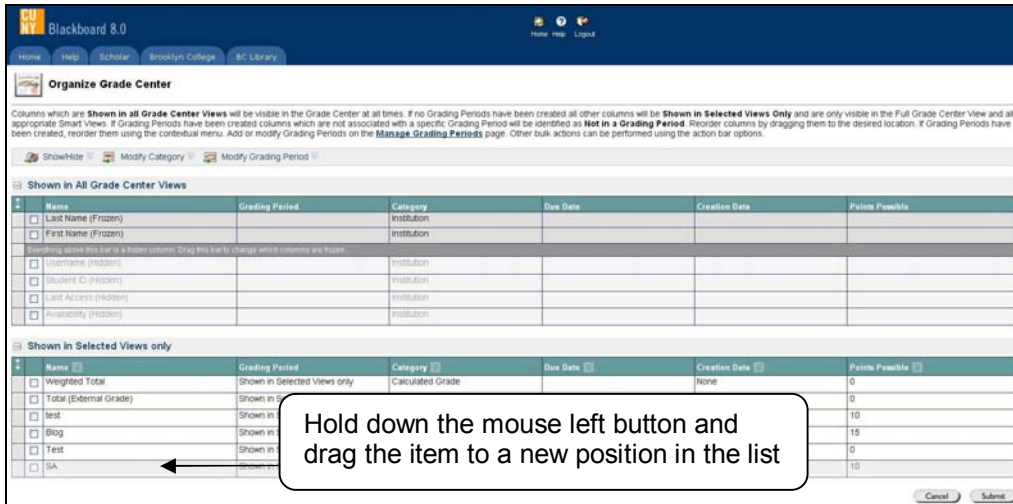
## 39- How do I re-order columns in the Grade Center?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will modify the Grade Center.
3. Click the **Control Panel**.
4. Choose **Grade Center** in the **Assessment** area.
5. Click the **Organize Grade Center** link from the **Manage** dropdown menu.



6. Press the row to which you will change the order with the mouse left button.
7. Hold down the mouse left button and drag the item to a new position in the list.

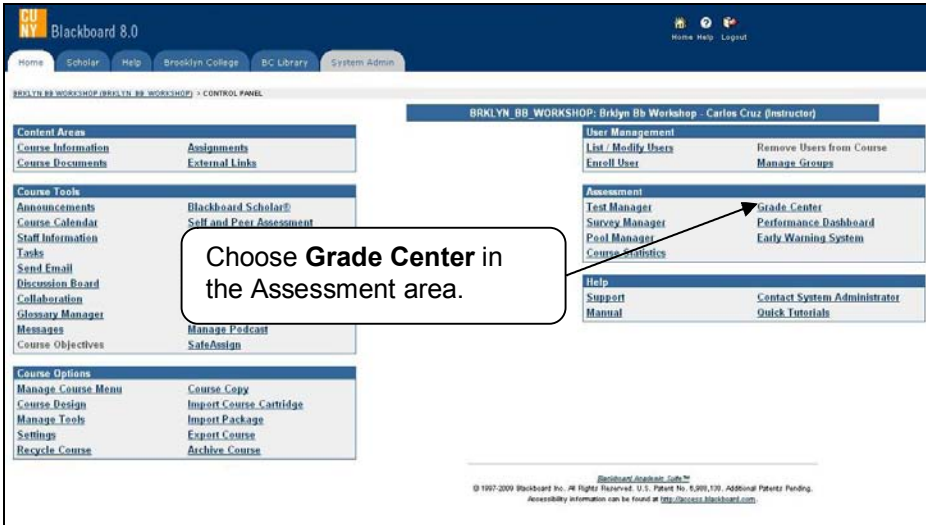


8. Press the **Submit** button.
9. Click **OK**.

## 40- How can I weight the Grade Center total?

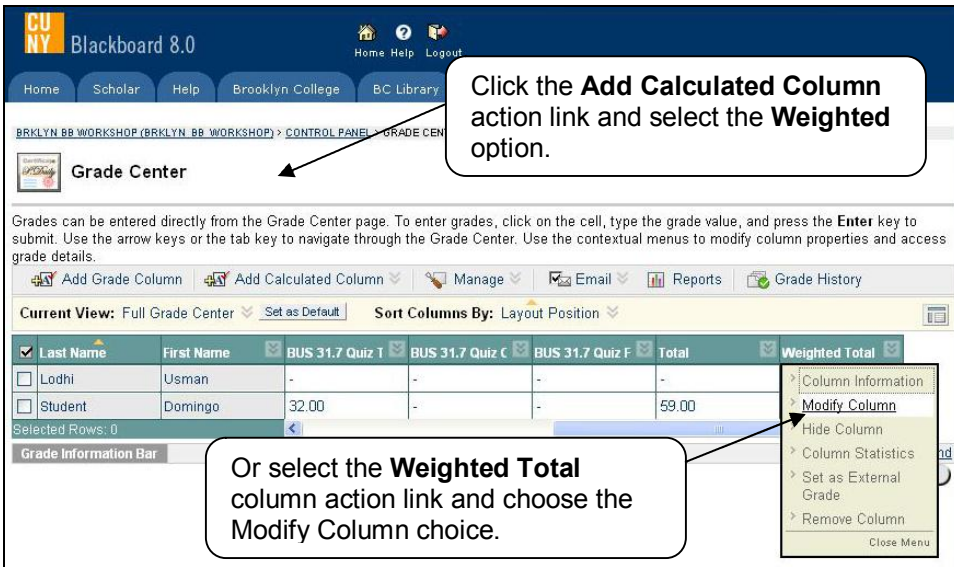
### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will **weight** the Grade Center total.
3. Click the **Control Panel** link.
4. Choose **Grade Center** in the Assessment area.



Choose **Grade Center** in the **Assessment** area.

5. Click the **Weighted Total** action link and select the **Modify Column** choice.



6. Highlight the columns to include in the **Calculated Column**.  
 7. Click the right-pointing arrow to move them into the **Selected Columns** area.

**3 Select Columns**

Select the columns and/or categories to include in this weighted grade, then set the weight percentages.

**Include in Weighted Grade**

**Columns to Select:**

- BUS 31.7 Quiz Three
- BUS 31.7 Quiz Six
- BUS 31.7 Quiz Five
- BUS 31.7 Quiz Two
- BUS 31.7 Quiz One
- BUS 31.7 Quiz Four
- Total

**Selected Columns:**

Enter the weight percentage for each item. Percentages should add up to 100%.

**Calculate as running total**  Yes  No

A running total only includes items that have grades or attempts. Selecting No for this option includes all items in the calculations, using a value of 0 for the item if there is no grade.

8. Enter the weight percentage for each item. Percentages should add up to 100%.

**3 Select Columns**

Select the columns and/or categories to include in this weighted grade, then set the weight percentages.

**Include in Weighted Grade**

**Columns to Select:**

- Total

**Selected Columns:**

Enter the weight percentage for each item. Percentages should add up to 100%.

- % Column: BUS 31.7 Quiz Three
- % Column: BUS 31.7 Quiz Six
- % Column: BUS 31.7 Quiz Five
- % Column: BUS 31.7 Quiz Two
- % Column: BUS 31.7 Quiz One
- % Column: BUS 31.7 Quiz Four

**Categories to Select:**

- Assignment
- Survey
- Test
- Discussion

**Calculate as running total**  Yes  No

A running total only includes items that have grades or attempts. Selecting No for this option includes all items in the calculations, using a value of 0 for the item if there is no grade.

9. Select the desired **Options**.
10. Click the **Submit** button.
11. Click **OK** in the success page.

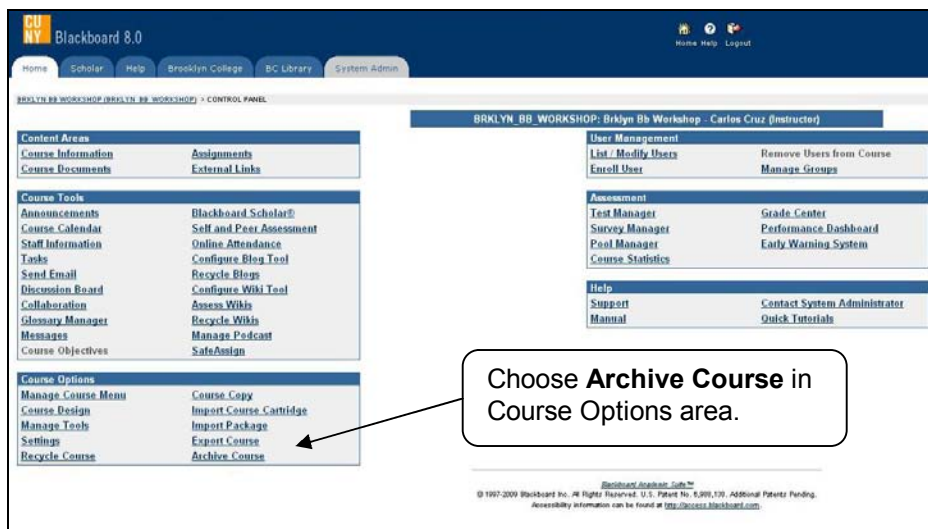
## Archiving / Copying / Exporting Course Content

### 41- How do I archive courses on Blackboard?

#### Answer

The Archive Course feature allows you save a permanent archive of a Blackboard course. It will bring the student's name, grades and more.

1. Logon to Blackboard.
2. Go to the course site to which you will archive.
3. Click the **Control Panel**.
4. Choose **Archive Course** in Course Options area.



The screenshot shows the Blackboard 8.0 Control Panel for a course. The 'Course Options' section is expanded, and the 'Archive Course' link is highlighted. A callout box with an arrow points to this link, containing the text: 'Choose **Archive Course** in Course Options area.'

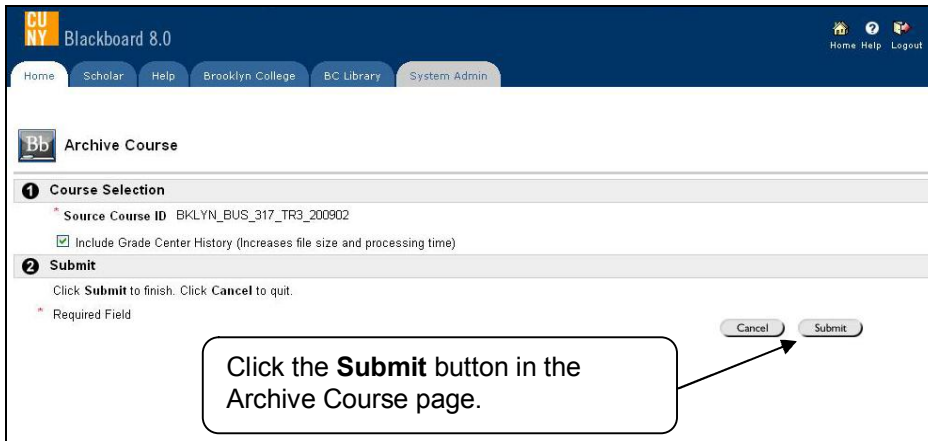
5. Press the **Archive** link in the Toolbar.



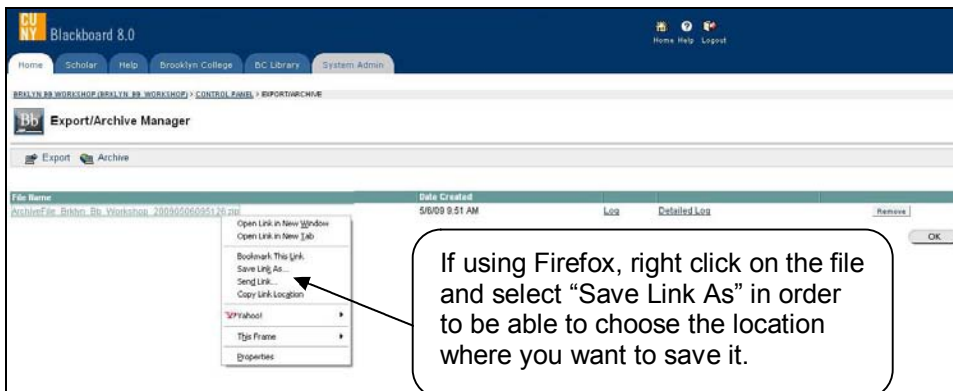
The screenshot shows the 'Export/Archive Manager' toolbar. The 'Archive' link is highlighted with a callout box containing the text: 'Press the **Archive** link in the Toolbar.'

6. Click the **Submit** button in the Archive Course page.





7. Press **OK** in the success page.
8. Click **OK** again to go back to control panel.
9. Wait for few seconds and Choose **Archive Course** again. An Archive link will appear in the Export/Archive Manager page.
10. Click the ArchiveFile link. If using Internet Explorer, right click on the file and select “Save Target As” a window will pop up so you can select the location to save it. If using Firefox, right click on the file and select “Save Link As” in order to be able to choose the location where you want to save it.



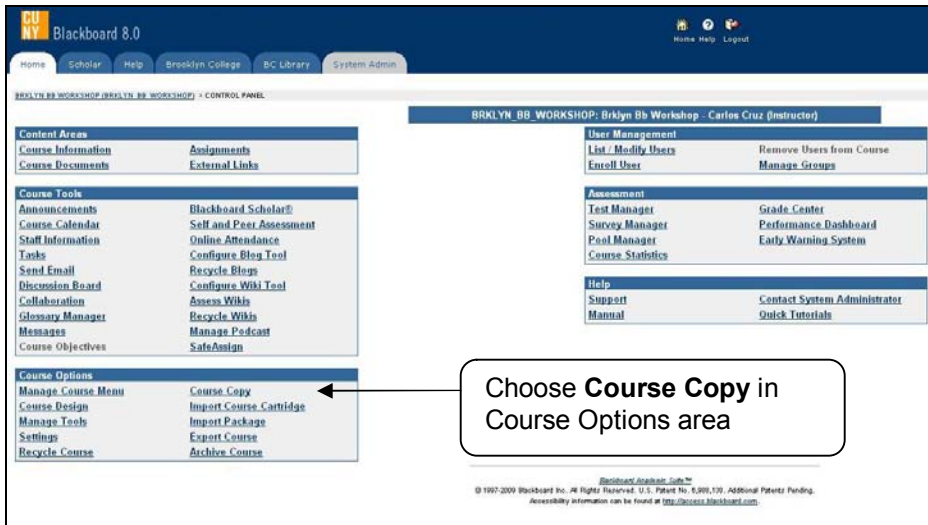
11. Click **OK** to go back to control panel.

**NOTE:** This is a WinZip format document. Do not edit or try to change the compressed file in any way.

## 42- How can I copy course content from previous semester?

### Answer

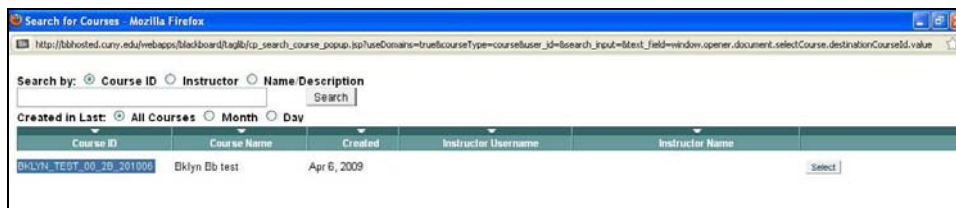
1. Logon to Blackboard.
2. Go to the course site to which you will copy the course material.
3. Click the **Control Panel**.



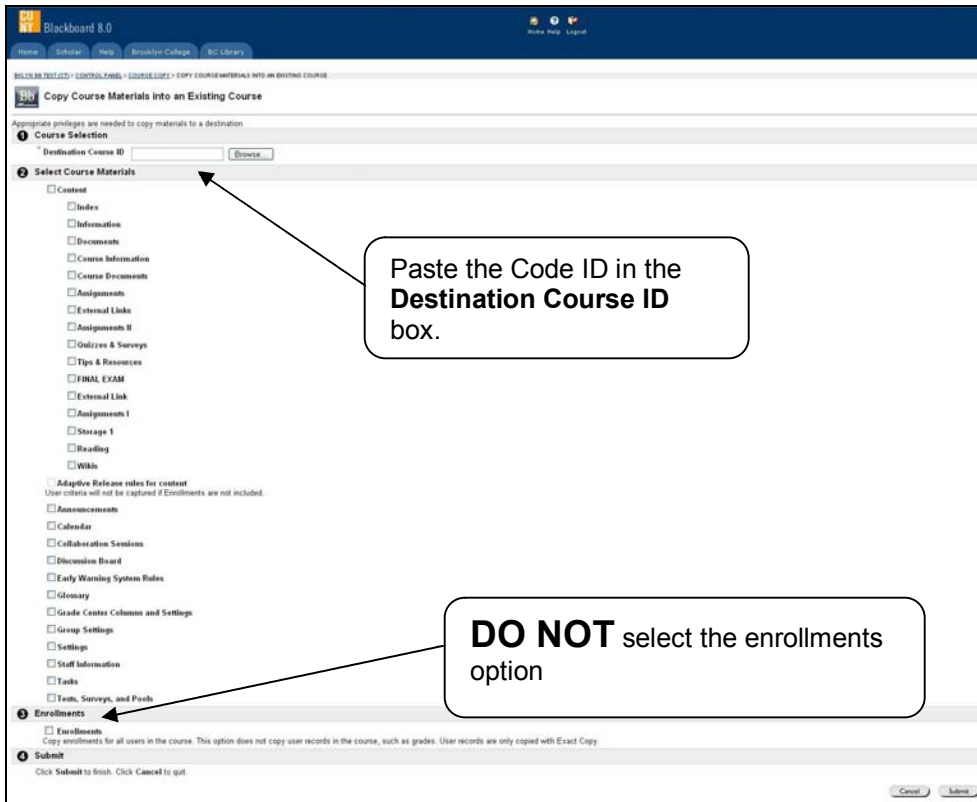
4. Choose **Course Copy** in Course Options area, and then press the [Copy Course Materials into an Existing Course](#) link.



5. Press the **Browse** button close to the **Destination Course ID**, and highlight and copy the Code ID of course to which you want to transfer the information.



6. Close the search window and paste the Code ID in the **Destination Course ID** box.



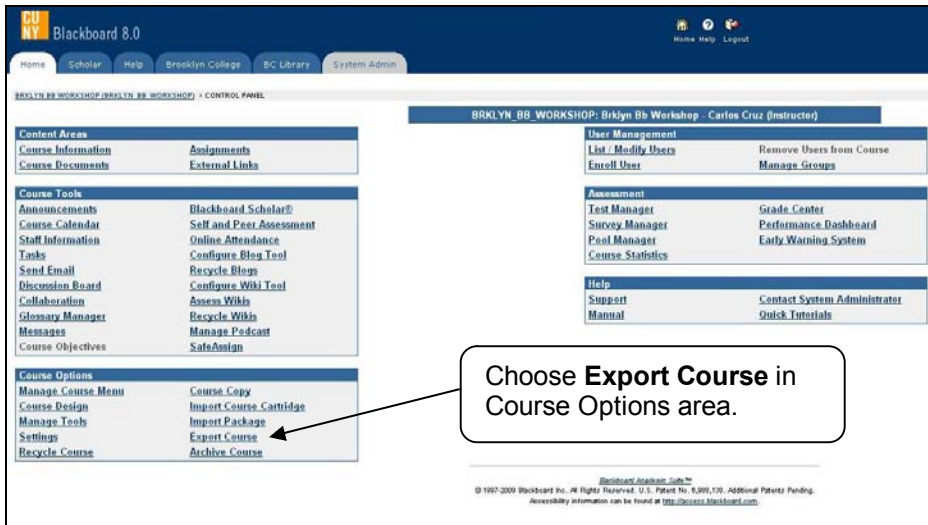
7. Select Course Materials on Copy Course Materials page, and **Submit**.
8. Press **OK** in the success page.
9. Click **OK** again to go back to control panel.
10. **WAIT FOR FEW SECONDS** and the course material will appear in the new course.

## 43- How do I export courses on Blackboard?

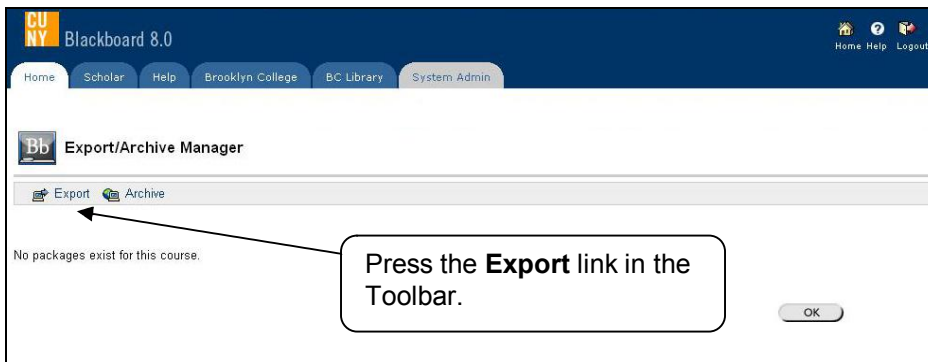
### Answer

The Export Course feature creates a package of the course content that can later be imported and used to teach another course with the same content

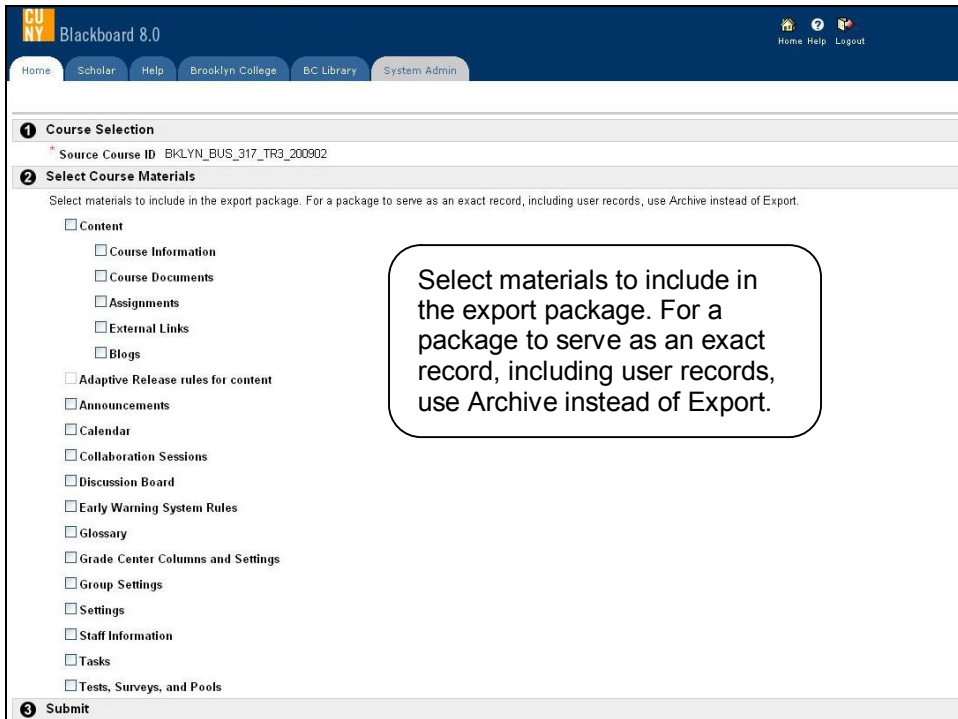
1. Logon to Blackboard.
2. Go to the course site to which you will export.
3. Click the **Control Panel**.
4. Choose **Export Course** in Course Options area.



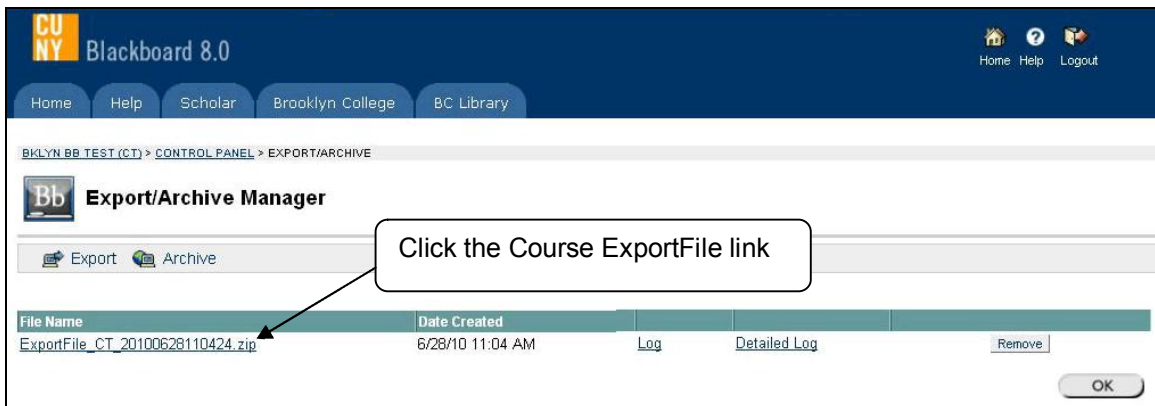
5. Press the **Export** link in the Toolbar.

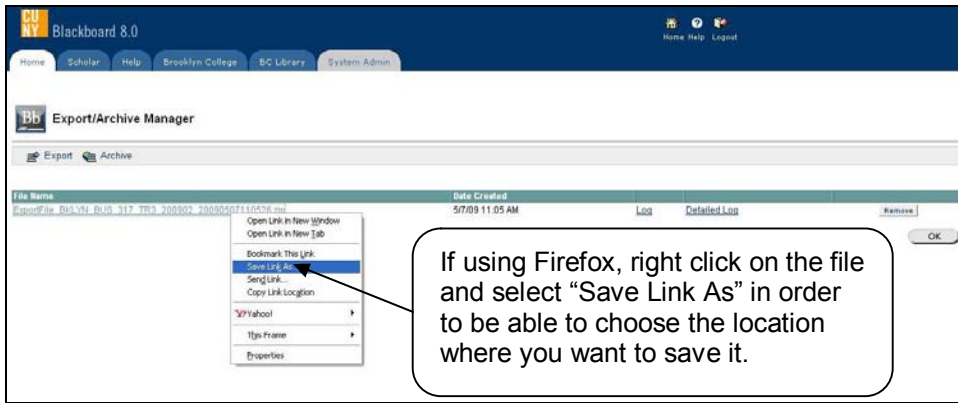


6. Select Course Materials on Export Course page, and **Submit**.



7. Press **OK** in the success page.
8. Click **OK** again to go back to control panel.
9. Wait for few seconds and Choose **Export Course** again. An Export link will appear in the Export/Archive Manager page.
10. Click the ExportFile link. If using Internet Explorer, right click on the file and select “Save Target As” a window will pop up so you can select the location to save it. If using Firefox, right click on the file and select “Save Link As” in order to be able to choose the location where you want to save it.





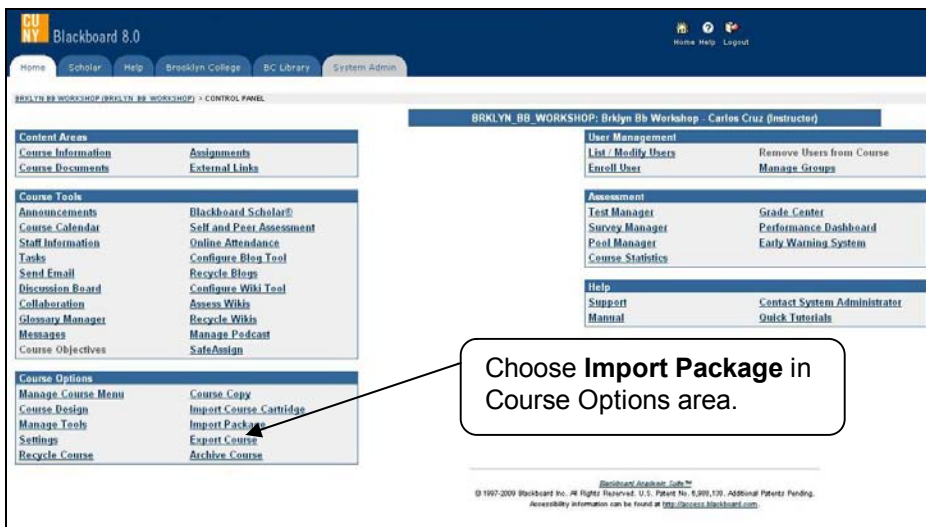
11. Click **OK** to go back to control panel.

**NOTE:** This is a WinZip format document. Do not edit or try to change the compressed file in any way.

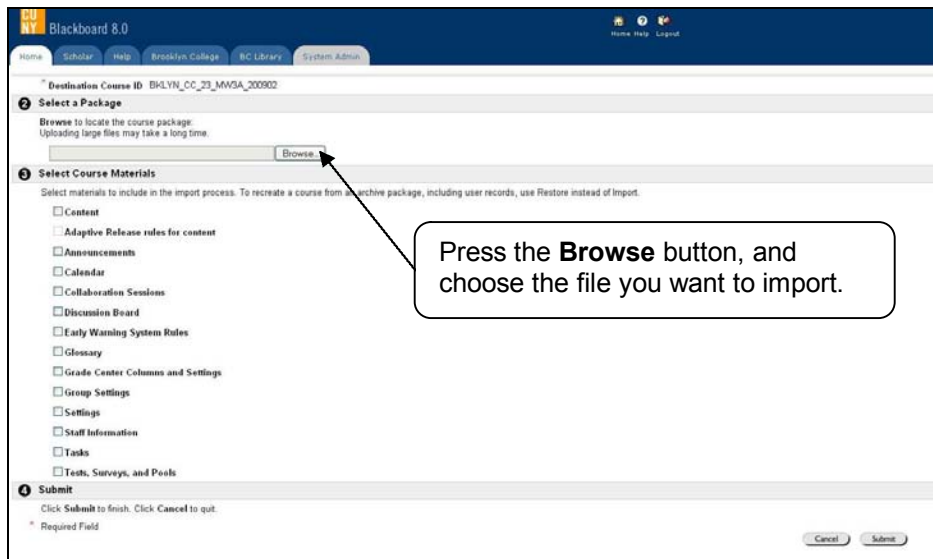
## 44- How do I import package on Blackboard?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will import the course material.
3. Click the **Control Panel**.
4. Choose **Import Package** in Course Options area.



5. Press the **Browse** button, and choose the file you want to import.



6. Select Course Materials on Import Package page, and **Submit**.
7. Press **OK** in the success page.
8. Click **OK** again to go back to control panel.
9. Wait for few seconds and the course material will appear in the current course.

## Finding Help

### 45- Where can I get help on Blackboard?

#### Answer

#### 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 SIMS (CSS).
- 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, please contact:

Carlos A. Cruz (*Multimedia/Instructional Design Specialist and Blackboard Support*)

Telephone: (718) 951-4667)

E-mail: < [CarlosA@brooklyn.cuny.edu](mailto:CarlosA@brooklyn.cuny.edu) >

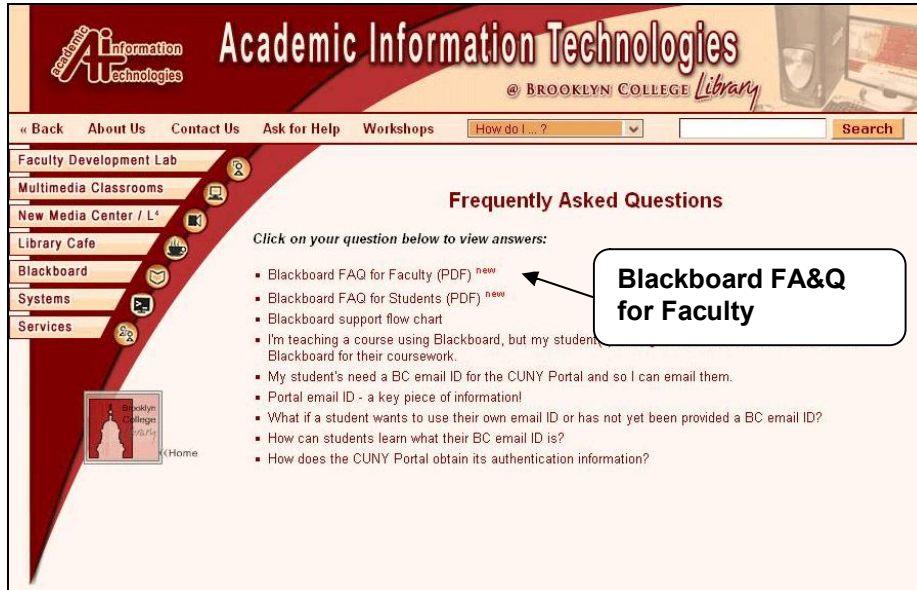
#### Please, include in your email the following information:

- a- Your full name
- b- Your phone number
- c- Your email address
- d- Code number [\*\*\*\*] of the courses you are teaching
- e- And an explanation of the problem

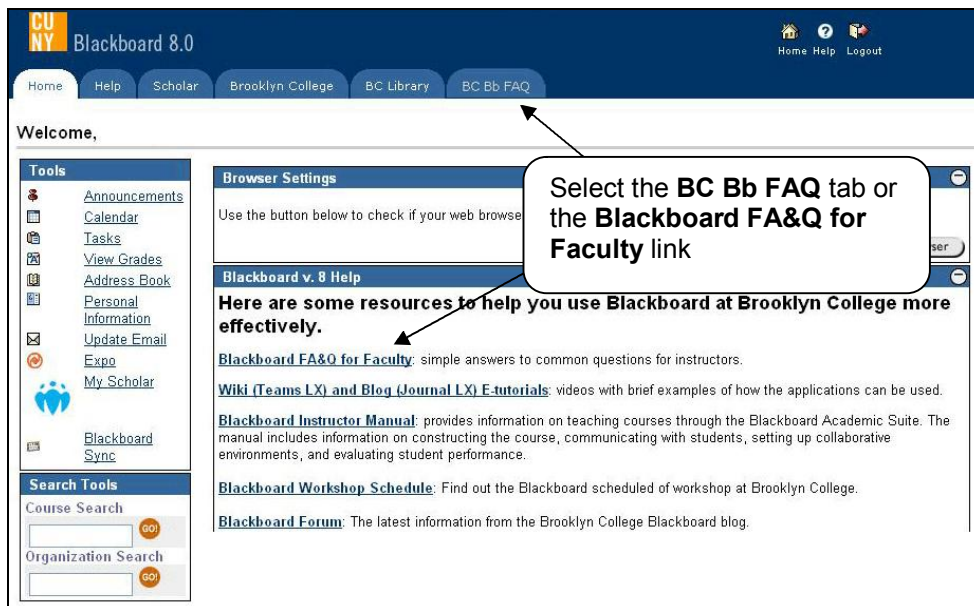
## 46- Where can I find the Blackboard FAQ for faculty document?

### Answer

- A Blackboard FAQ for faculty document is available at the Brooklyn College's *Office of Academic Information Technologies (AIT)* website: <  
<http://ait.brooklyn.cuny.edu/blackboard/bb-faculty-faq.pdf>>

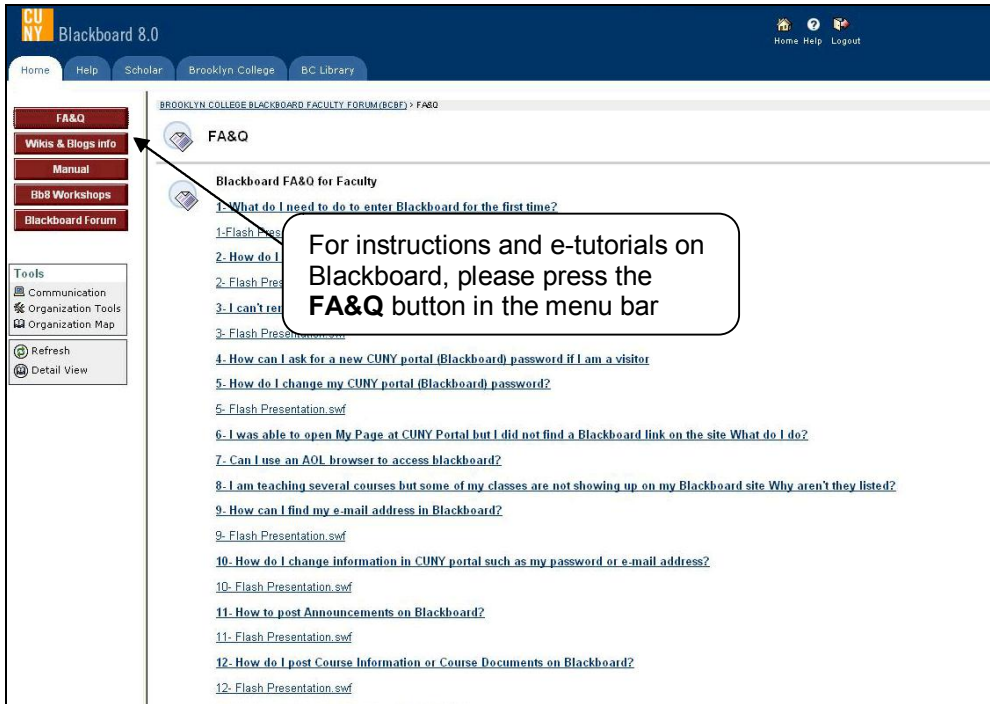


- Documentation is also available by clicking on the [Blackboard FA&Q for Faculty](#) link or the **BC Bb FAQ** tab while logged into the Blackboard welcome page.
1. Logon to Blackboard.
  2. Select the **BC Bb FAQ** tab in the top of the page or the **Blackboard FA&Q for Faculty** link within the **Blackboard v. 8 Help** module. It will bring you to the Brooklyn College Blackboard Faculty Forum (BCBF) Organization.





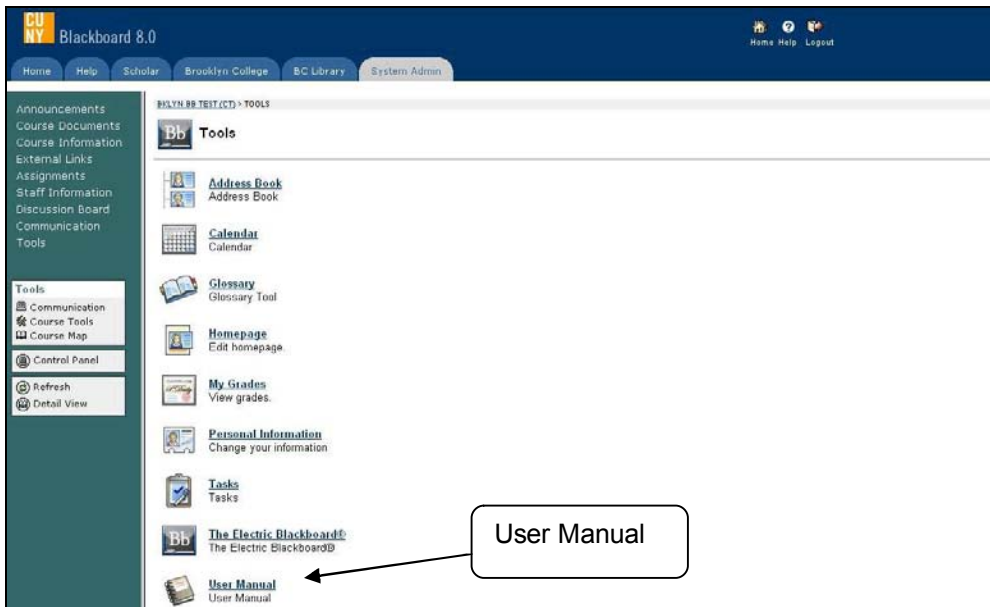
3. For instructions and e-tutorials on Blackboard, please press the FA&Q button in the menu bar.
4. Click the question link.

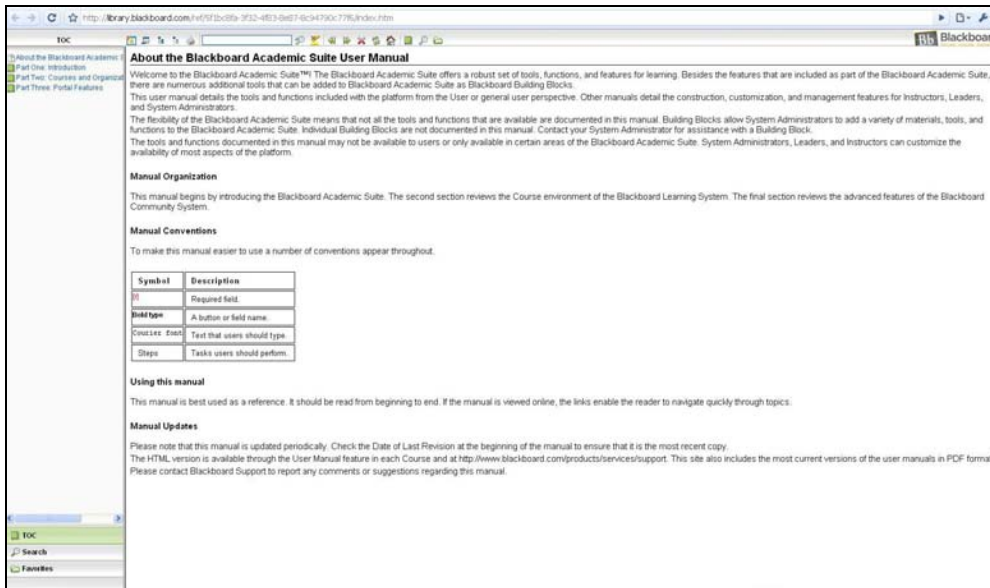


## 47- Where can I find the Blackboard Manual?

### Answer

A detailed manual for Blackboard is available from any Brooklyn College Blackboard course; just select the **Tools** menu in your course and click on **User Manual**.





## 48- Where student can ask for assistance on Blackboard?

### Answer

- On-campus, please visit the Library Cafe (lower level, Whitehead Hall; or Library New Media Center (2nd floor, Library; click the following links for hours:  
**Library Café:** <<http://ait.brooklyn.cuny.edu/librarycafe/page.php?view=hours>>  
**Media Center:** <<http://dewey.brooklyn.cuny.edu/library/about/hours/>>
- Off-campus, you may contact: Information Technology Services (ITS) **Help Desk**  
Phone: (718) 677-6180 / E-mail: [helpdesk@brooklyn.cuny.edu](mailto:helpdesk@brooklyn.cuny.edu) / Hours: Monday - Friday, from 9:00 AM to 5:00 PM

Online support for the CUNY Portal is available [HERE](#)

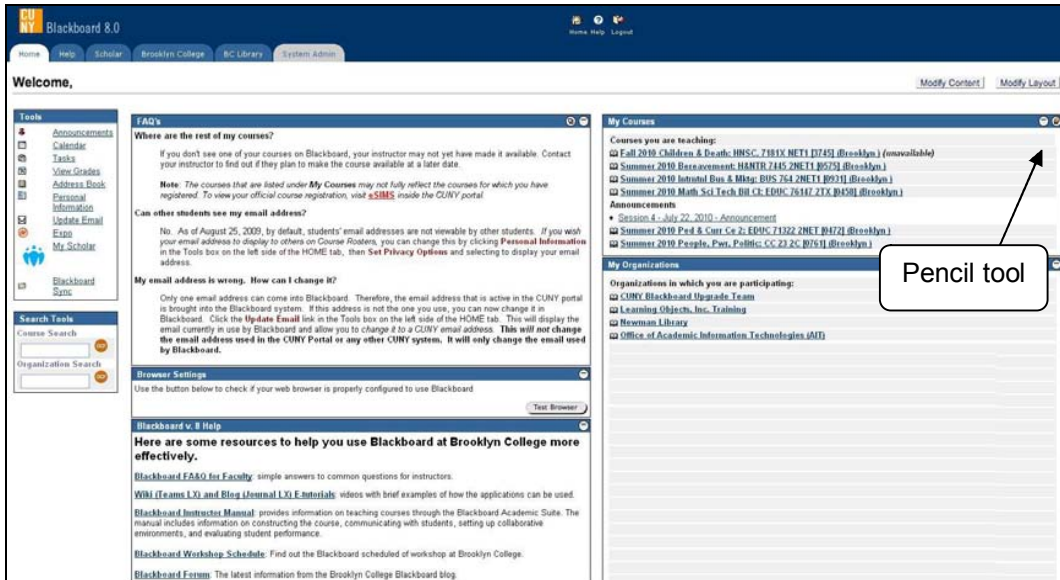
### Others

## 49- Courses from a previous semester are still listed in My Blackboard under My Courses. I only want to see the courses that I am currently taking. How can I eliminate these links?

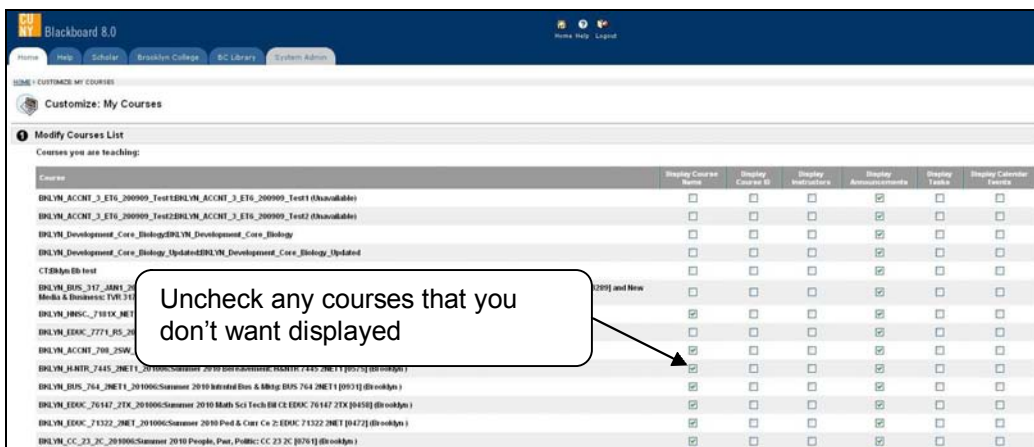
### Answer

By selecting the pencil tool in the upper right corner of the My Courses module, you can uncheck any courses that you don't want displayed.

- Logon to Blackboard.
- Select the pencil tool in the upper right corner of the **My Courses**



3. Uncheck any courses that you don't want displayed.



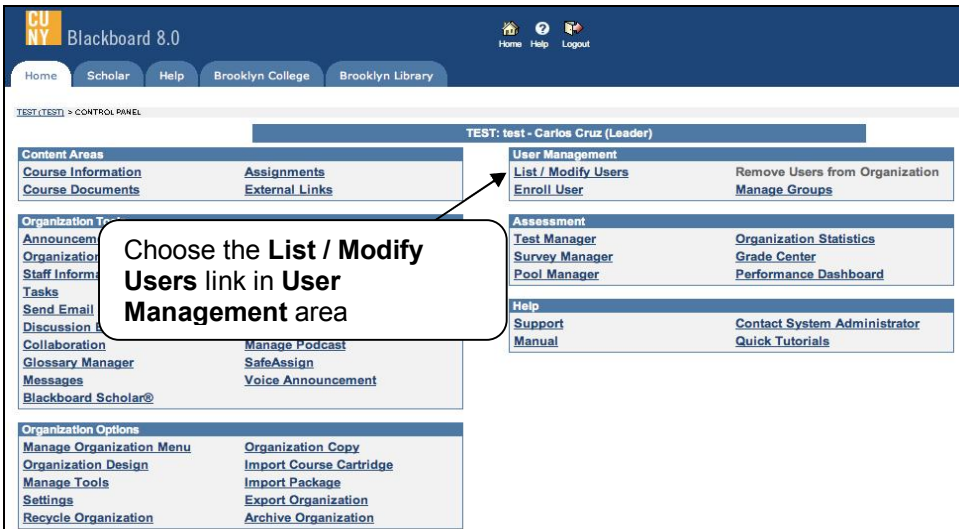
4. Click the **Submit** button.
5. Enter **OK** in the success page.

## 50- How do I delete a user from my Blackboard course?

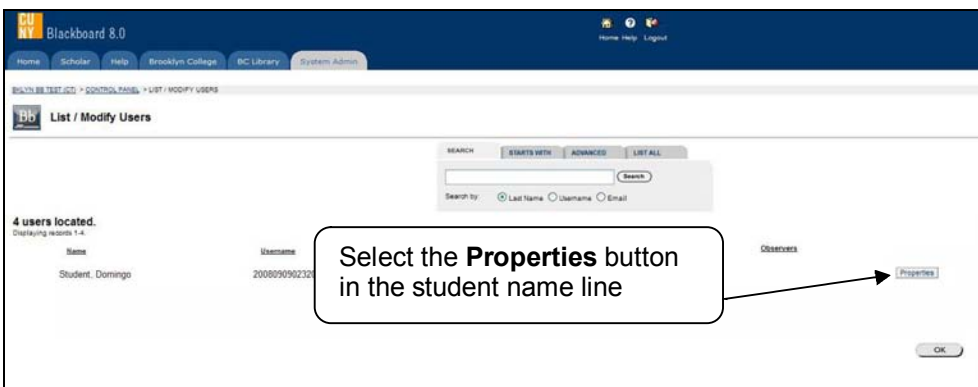
### Answer

Only System Administrators are able to deleted student from Blackboard courses, but you can lock the student access by following instructions below.

1. Logon to Blackboard
2. Go to the course site to which you will lock the student access.
3. Go to the **Control Panel**.
4. Choose the **List / Modify Users** link in **User Management** area.

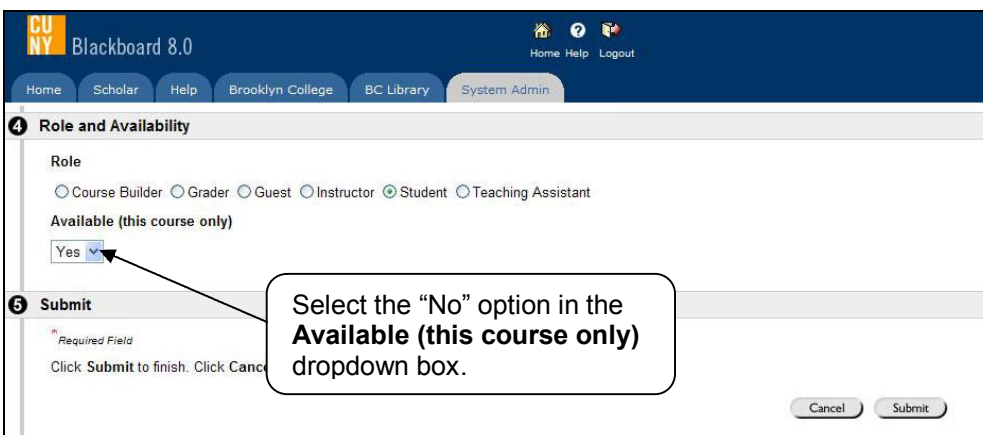


5. Select the **Search** button, and then the **Properties** button in the student name line.



6. Go to section 4 Role and Availability in the Modify User Properties

7. Select the "No" option in the **Available (this course only)** dropdown box.



8. Select the box close to the name of the new user

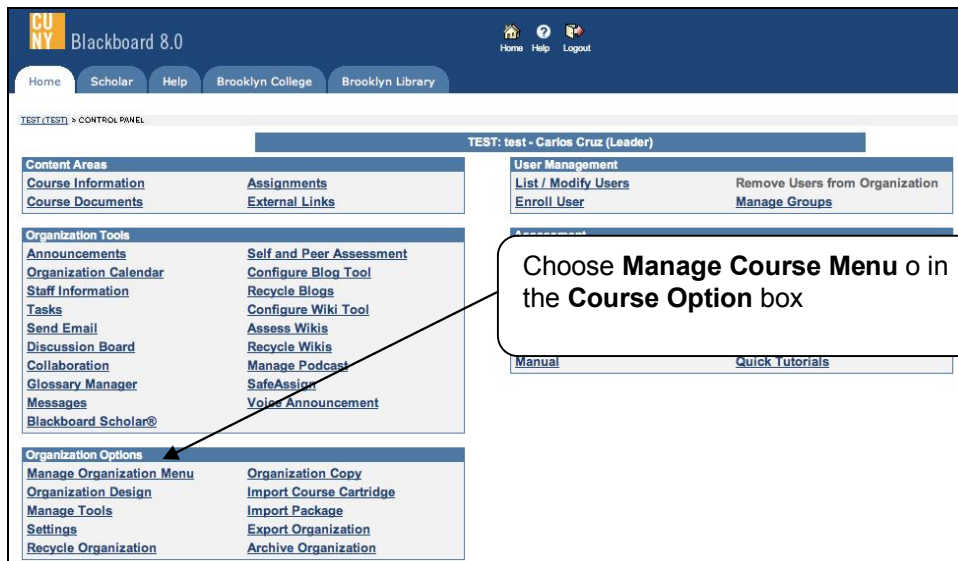
9. Click on the **Submit** button


10. Click **OK** in the Success page.

## 51- How do I add a Content Area on Blackboard?

### Answer

1. Logon to Blackboard.
2. Go to the course site to which you will post the course document.
3. Click the **Control Panel** link.

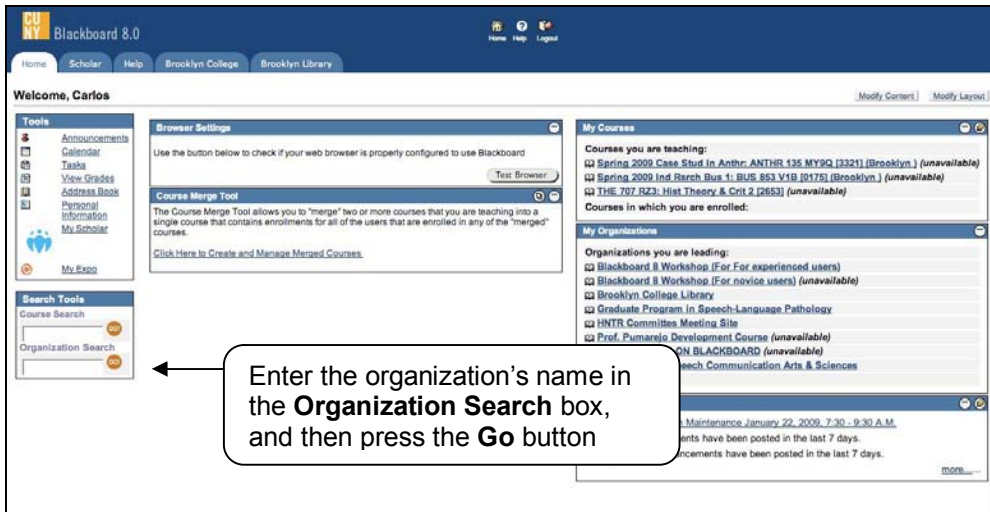


4. Choose **Manage Course Menu** o in the **Course Option** box.
5. Click the **Content Area** button  [Content Area](#) on the Add bar.
6. Enter the name of the Content Area.
7. Click the **Submit** button.
8. Click **OK** in the Success page.

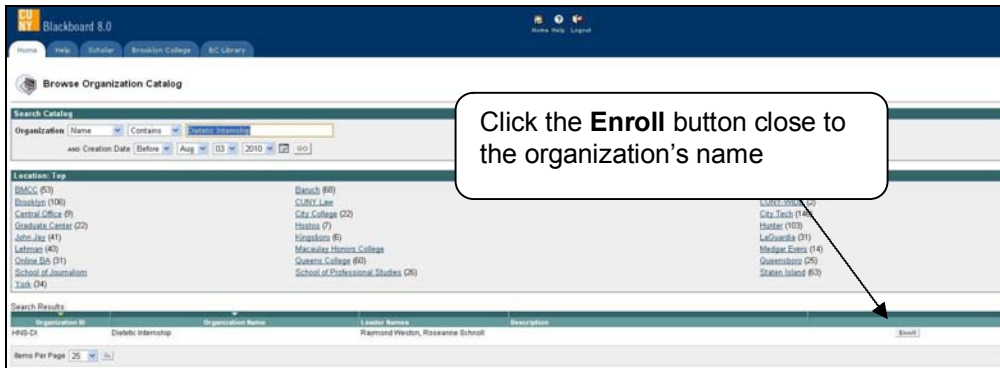
## 52- How do I enroll myself in a Blackboard organization?

### Answer

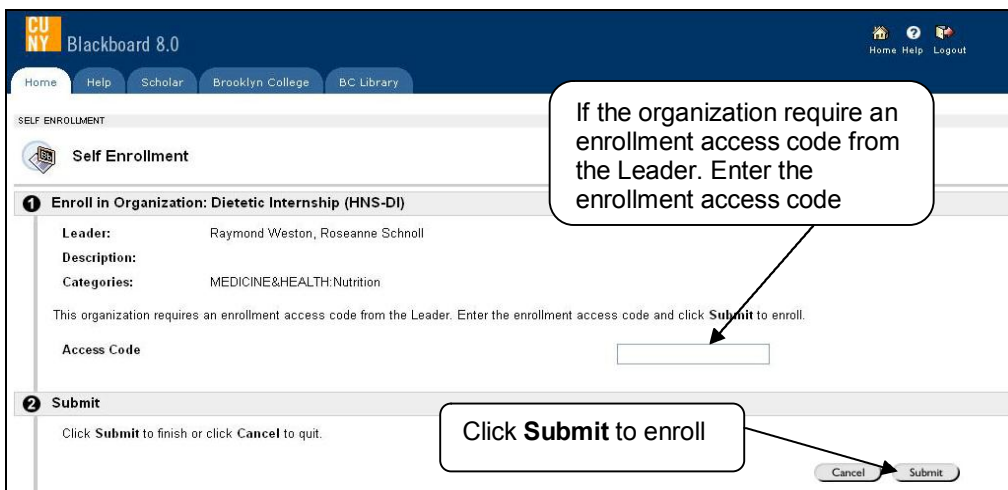
1. Logon to Blackboard.
2. Enter the organization's name in the **Organization Search** box, and then press the **Go** button.



3. It will bring you to the Organization Catalog page.
4. Click the **Enroll** button close to the organization's name.



5. If the organization require an enrollment access code from the Leader. Enter the enrollment access code.
6. Click the **Submit** button.
7. Click **OK** in the confirmation page.



**Note:** You will find the organization link into My Organizations box in the Welcome or Brooklyn College page.

## 53- What plug-ins should I use for Blackboard?

### Answer

Microsoft Office is highly recommended. If you do not have Microsoft Office, click the following links to install these programs.

- **PowerPoint Viewer** <<http://www.microsoft.com/downloads/details.aspx?familyid=048DC840-14E1-467D-8DCA-19D2A8FD7485&displaylang=en>>
- **Word Viewer** <<http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&displaylang=en>>

Some course documents are in Adobe Acrobat Reader (PDF) format and you will need it to be able to open the course documents. Click the link below and follow the steps.



**Adobe Acrobat** <<http://www.pdf-d0wnload.com/>>

To handle various formats of digital video, sound, animation, and music you should download the following programs:



**Adobe Flash Player** <<http://get.adobe.com/flashplayer/>>



**Windows Media Player**  
<<http://windows.microsoft.com/en-US/windows/products/windows-media-player>>



**QuickTime** <<http://www.apple.com/quicktime/>>



**Real Player** <<http://www.real.com/>>



**Adobe Shockwave Player**  
<<http://www.adobe.com/products/shockwaveplayer/>>



**iTunes** <<http://www.apple.com/itunes/>>

**NOTE:** All software listed above is free of charge.  
To activate a hyperlink in a Word document, hold CTRL and click the hyperlink.

**Updated: 12/21/10**