Top 10 FAQs

Blackboard Services, Saint Peter's University
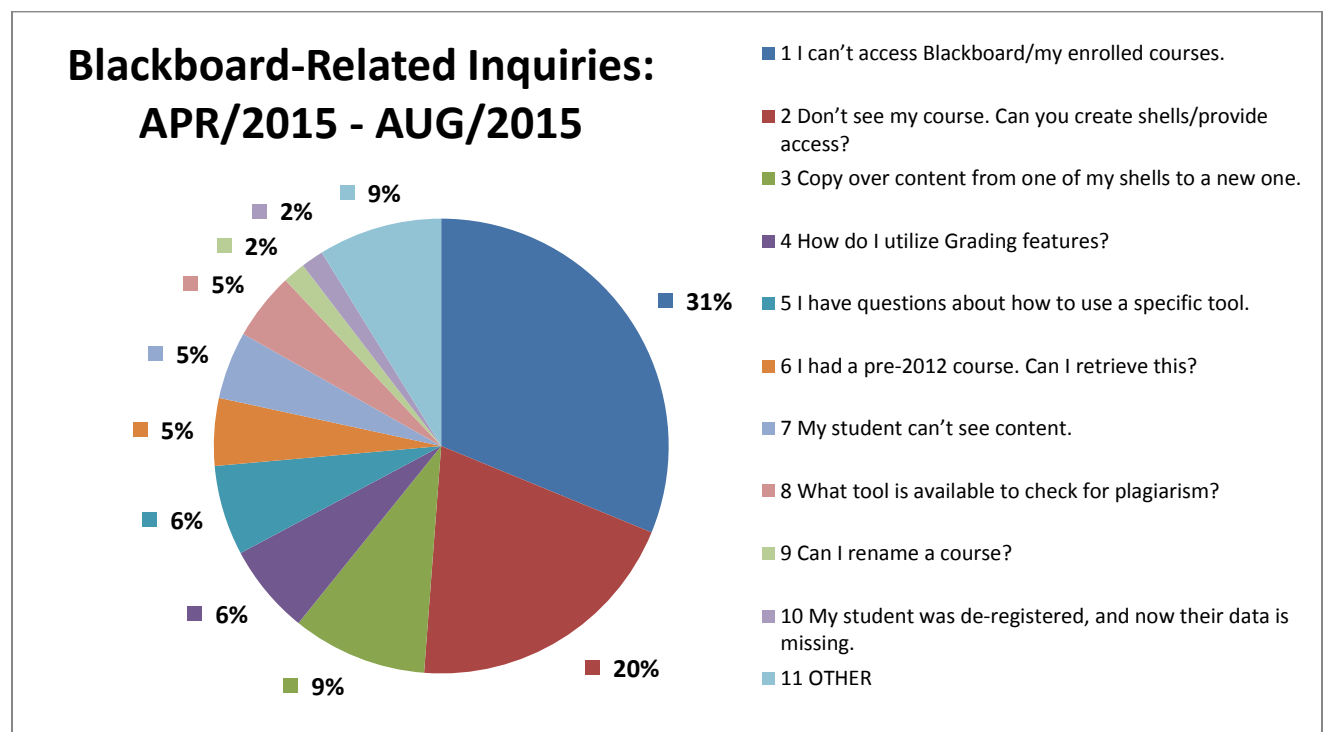
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BLACKBOARD FAQs

This FAQ is a general text-based guide to common requests made to the Blackboard Administration team. They are numbered in order of occurrence, with #1 being the most commonly asked question. Questions include and denote usage by Students and Instructors, and contain self-service resolutions, links to manuals, or explanations where applicable. Data is from April-July documented reports and July-August SNOW ticket submissions.

Blackboard-Related Inquiries: APR/2015 - AUG/2015

- 1 I can't access Blackboard/my enrolled courses.
- 2 Don't see my course. Can you create shells/provide access?
- 3 Copy over content from one of my shells to a new one.
- 4 How do I utilize Grading features?
- 5 I have questions about how to use a specific tool.
- 6 I had a pre-2012 course. Can I retrieve this?
- 7 My student can't see content.
- 8 What tool is available to check for plagiarism?
- 9 Can I rename a course?
- 10 My student was de-registered, and now their data is missing.
- 11 OTHER

Pie chart values: 31%, 20%, 9%, 6%, 6%, 5%, 5%, 5%, 2%, 2%, 9%

1. (Student or Instructor) "I can't access Blackboard/my enrolled courses."

a. **(Student or Instructor) "I'm not able to login to my Blackboard account at all – it rejects my login."**

   i. If your account was just created today, it may take up to 6 hours for the data to carry over to our servers. Try again after a few hours and let us know if you're still experiencing the problem.

   ii. If you just recently changed your password using the React tool, make sure you use this new password for Blackboard.

   iii. Make sure your password is entered in CaSe- SeNsItIvE, with no leading or trailing spaces, and your user ID is correct. Your user ID is usually your first initial followed by your last name (some people may also have numbers as well), and it's the same as your email ID. Check your OneCard if you have forgotten your ID - it'll be right on the back.

   iv. You need to update your password every 6 months – if you haven't done this, use the React tool to change your password. Note this will change your password for all of your Saint Peter's accounts, including SpiritOnline, Blackboard, and Active Directory. https://reset.saintpeters.edu/react/

   v. If you are a student and also an employee at Saint Peter's, then your Active Directory may be causing account issues. Contact our support team and we will fix your account.

   vi. (instructor only) Are you scheduled to teach a class? You won't be able to log in to Blackboard unless you're teaching or attending a class during an active term.

b. **(Student or Instructor) "I can't even get to the Blackboard Login screen at all, it won't load."**

   i. Check your security configuration, Blackboard requires that a secure connection be allowed. If you're experiencing any issues with the Blackboard page loading, try using an alternate browser – Mozilla Firefox, Google Chrome, Internet Explorer, and Safari are supported; however we do recommend Google Chrome for access.

   ii. Blackboard may be down for updates or maintenance. Check the ITS Service Advisory page for information on updates and maintenance schedules: http://www.saintpeters.edu/its/service-advisory/

c. **(Student) "I'm logged in, but I can't find my (courses, assignments, assessments, etc.)."**

   i. You may not be enrolled in your course(s) yet. Our systems will update every 6 hours. After you've enrolled in a class, you'll be added to your enrolled course(s) during those updates. If you don't see your course listed yet, wait and check

back later. If you still don't see it after 6 hours, email us at blackboard@saintpeters.edu.

    ii.   Your instructor may have not posted (or made public) your assigned materials yet. Check with them to make sure they've posted everything you need.

    iii.   The deadline for viewing the content may have passed – check with your instructor if there is a timeframe set for accessing materials.

    iv.   Here's an excellent resource for navigation within Blackboard and within a course:

        1.   **Blackboard help - basic navigation of "My Blackboard" and global navigation menu, setting up profiles and notifications.** https://www.youtube.com/watch?feature=player_embedded&v=J_aZCVQYSj0

        2.   **Blackboard help - Accessing your assignment, downloading/editing the file, uploading the assignment/attachment, submitting it, accessing grade.** https://www.youtube.com/watch?feature=player_embedded&v=7ZuZW9-KAjY

d.   **(Student) "Where do I get my grades?"**

    i.   You can access your grades on Blackboard through your home page – when you login, click your name in the upper right, which will open up your My Blackboard menu. Click the "my grades" button to see your grades for all courses.

    ii.   Here's a great resource for finding your grades within individual courses: https://help.blackboard.com/en-us/Learn/9.1_2014_04/Student/090_Tools/My_Grades. Your transcripts and "official grades" will be accessible to you via Spirit Online.

2. (Instructor) "I don't see a course I'm teaching. Can you create shells/give me access to a course?"

a.   **The course shell may not have been created yet. Generally, 4 weeks before course is scheduled to begin, it will be created and added to Blackboard. Please note that shells for upcoming terms are now automatically created, so there is no need to request new shell creation except in rare cases.**

b.   **You'll only see courses that you have been set as the instructor for. Contact us and we will add you as the instructor.**

c.   **If you don't see a course on your dashboard that you are supposed to teach, contact us at blackboard@saintpeters.edu and we'll add you as the instructor.**

3. (Instructor) "Can you please copy over content from one of my shells to a new one?"

a. **There is a way for instructors to copy over content, but it must be done exactly as outlined, in order not to create any issues.**
- First, make sure you know what the name/ID of the current shell is, as well as the new one you want to copy into. You need to be able to have access to both shells, and be able to see them on your Dashboard.
- Enter the current shell with content.
- Under Control Panel (left menu), locate "Packages and Utilities" and expand.
- Select "Course Copy"
- From the dropdown, select "Copy materials into <u>EXISTING</u> course" (do **NOT** select "New Course")
- Click Browse to find the new shell you'd like to copy into. Even if you know the course ID, it's best practice to select it from the list to avoid any conflict. You should see only the courses you are set as an instructor for in this menu. Confirm by clicking Submit in the popup, and then Continue by clicking Submit.
- Tickmark all the areas you'd like to be copied, or "Select All" and untick the areas you don't.
- Leave "File attach" as default.
- Do NOT tick box for "Include enrollments" (especially if this is a new semester –it will transfer the students over!)
- Click submit. You will see a notice at the top that the process is running, and you'll get a confirmation email when it's all set up. Once you get this, go into the new shell to make sure you see the copied content.

b. **You may also request this by emailing blackboard@saintpeters.edu, and we will perform this for you. It only takes a few minutes, but if done incorrectly, can cause issues with courses on the system, so please proceed with caution!**

4. (Instructor) "How do I grade assignments/Access Grade Center/Submit grades?"

a. **Within your course, at the lower left under "course management", you'll see Grade Center. Enter this to view and access submissions that need grading, as well as manage all grades.**

b. **Here's a great reference document that will show you how to navigate and utilize the grading center to grade assignments: https://help.blackboard.com/en-us/Learn/9.1_2014_04/Instructor/120_Grade_Center**

5. (Instructor) "I need help/have questions about how to use a specific tool on Blackboard."

   a. **There are quite a few resources available!**
      i. if you need help using a specific tool or feature on Blackboard, a great reference is the Blackboard Instructor manual, which is available here: https://help.blackboard.com/en-us/Learn/9.1_2014_04/Instructor
      ii. You are encouraged to ask our Blackboard Administrator, Robert Adelson, any questions about how to use tools within Blackboard – he can be reached at radelson@saintpeters.edu, or at extension #7806. He is also on-campus during normal business hours during the week, so you can contact him to schedule an appointment.

6. (Instructor) "My student can't see (Assignment/ Assessment/Content)."

   a. **Make sure the student is enrolled in your class, by navigating to the Users and Groups area and selecting Users, then locating the student.**

   b. **If the student can't see it, but you can, it may be a permission or timeframe setting.**
      i. Go into your course, and click the "assignments" (assessment, content area) on the left-hand side.
      ii. At the top of the main pane, where it says "Assignments" (assessment, content area name), click the grey dropdown button, and select "edit".
      iii. Scroll down to "Standard Options", and make sure you have "Permit users to view this content" set to "Yes" for the content area you'd like the students to see, and the dates you have selected are within range (if you have dates).

7. (Instructor) "I used to teach a course in 2012 (or earlier). Can I access/retrieve this?"

   a. **During the data migration last year, courses from 2012 or earlier were purged from the system. There was a mass communication to all instructors advising of this, which noted that instructors could indicate specific courses that they wished to have archived. If you did not opt to indicate that your course be archived, then your course data has been purged and we are unable to retrieve it.**

8. (Instructor) "What tool is available to check for plagiarism?"

    a. **Currently, we use SafeAssign. To use this in assignments:**

        i. Login to the course, and go to a content area on the left side, such as "Assessments"

        ii. When you go into your Assessments, at the top within the main pane, click "Assignment" to create the new assignment.

        iii. Then, within Assignment, after filling out the top areas, scroll down to the Grading area, and expand "Submission Details" - you should see a tickbox for "Check Submissions ...using SafeAssign".

        iv. Click this, and indicate which options you would like, then submit.

        v. This will check for plagiarism, and generate a report for you when the student submits the assessment, that shows the possibility of plagiarism, and if it finds and instances, the web source.

        vi. Learn more about SafeAssign and creating Safeassignments using this reference: https://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Instructor/090_Assignments/030_SafeAssign

9. (Instructor) "Can I rename a course?"

    a. **If a course is Cross-listed (that is, it's the same course across 2 or more departments), and the name doesn't accurately reflect the department of the course, you can request that the course be renamed.**

10. (Student or Instructor) "I (My student) was de-registered, and now my (their) data is missing."

    a. **If a student is dropped from a course, all course material they generated will be lost. However, this data can be retrieved.**

        i. First, find out when the student was de-registered – the closer to the exact timeframe, the more accurate the data will be.

        ii. Submit a request to Blackboard Support by emailing blackboard@saintpeters.edu or contacting Robert Adelson, and provide him with this information, as well as information about the course and the student.

        iii. We will restore the student to the course, and request a backup of this information from Blackboard, and make it accessible to the Instructor. Restoring the student will take a few minutes; recovering the data may take 2-5 business days.