



BLACKBOARD SUPPORT (Faculty)

Frequently Asked Questions

Why don't students see the section I'm teaching?

Students will not be able to participate in – or even see – course material until the instructor has activated the course in question. To do so:

1. Enter the course in question
2. Make sure the **Edit Mode** (upper right) is set to **On**
3. In the Control Panel (lower left) select **Customization**
4. On the Customization menu select **Properties** and click the **Yes** radio button, then **Submit**.
5. Please note that faculty will not be able to activate classes until the first day of the semester.

When are students added to Blackboard?

Starting in Fall 2009 semester students will be loaded into Blackboard two weeks before the beginning of the semester. The class list will be highly inaccurate, as students have a habit of adding and dropping classes in the period just before and after the beginning of the semester. Finally, please note that faculty will not be able to activate their classes until the first day of the semester.

What is the best way my students and I can get help using Blackboard technology?

The most efficient means members of the WPUNJ University can obtain Blackboard-related help is to use the Blackboard Support Center – see the link at the top of Blackboard Home, <http://bb.wpunj.edu>, or go directly there using this URL: <http://euphrates.wpunj.edu/bb/sc/>

We're all aware that an email, and especially a phone call, seems a more immediate form of communication. And sometimes it is. But years of experience in online support suggests that use of the Blackboard Support Center form is the most direct means to resolution of Blackboard-related issues.

Finally, the Help Desk, 973.720.help or help@wpunj.edu, is most often the best tool for obtaining help with technology-related issues, including email, at WPUNJ. The one exception is Blackboard, and in most cases contacting the help desk will only result in a referral to the Bb Support Center team.

How do I transfer material from a previous section into a new (or current) one?

New shells are created every semester, but in many cases faculty teach essentially the same course regularly. There is no reason to recreate the entire course each semester, so faculty can request that all or part of a course from a previous semester. Please note that courses are kept on the production system going back two academic years. That is, for the Fall semester of 2009 faculty will be able to find courses going back to the Fall of 2007. Earlier course shells are archived and can be retrieved, but retrieval may take longer than a usual course copy.

The URL for course content transfer is:

<http://euphrates.wpunj.edu/bb/transfer/>

and a link to the page can be found at **Blackboard Home**, <http://bb.wpunj.edu>. Please allow 24 hours for transfer during the week, and 48 hours on weekends and holidays.



How can I edit the roster of courses on my Blackboard page?

All of the course sections you're teaching will appear on your Bb WPUNJ Tab whether you are using them or not. After a few years this can become both cumbersome and inefficient. While we can hide courses from students, we cannot do the same for faculty, so to keep your course list tidy you can use the Modify tool.

Get online and access Bb so that you're seeing your WPUNJ Tab. On the top right-hand side of your welcome page, where your "My Courses" box appears, locate and click on the "Modify the Module: My Courses" icon, which looks like a star, as illustrated to the right.

You may unselect the left-most input box in order to remove the course from your WPUNJ Tab. That action does not remove the course from the system and can be reversed at any time. Note that you may choose to display the names of the instructors as well as the active announcements, tasks, and events.

Can I combine sections taught during the same semester?

There are times when it makes sense for students of multiple sections to see the same course content. There are several solutions to this problem, and for advice on which may be best for you please see an academic technologist in the IRT Atrium suite. In cases where multiple sections share the same root course, or where courses are cross-listed, one might choose to divert students from other sections to a root section. For example, students in sections -02 and -03 of Biology 100 might be diverted to section -01. Only section -01 would be available to students. Note that the separate sections still exist; the student merge is just a convenience for the sake of Blackboard.

The URL for course content transfer is:

<http://euphrates.wpunj.edu/bb/combine/>

and a link to the page can be found at **Blackboard Home**, <http://bb.wpunj.edu>. Please allow 24 hours for transfer during the week, and 48 hours on weekends and holidays.

What is the naming convention for courses on Blackboard?

Each course name begins with a year/semester designation. The Spring semester is represented by 10, Summer is 25, Fall is 40, and Winter is 50. So in the year 2009 each courses will be pre-pended in this manner:

Spring: 200910-

Summer: 200925-

Fall: 200940-

Winter: 200950-

Following the year/semester designation are the department, course number and section identification, so:

Section -01 of Biology 101 would be rendered: bio101-01, and:

In the Fall of 2009 Section -01 of Biology 101 would be rendered: **200940-bio101-01**