



Blackboard Procedures

- Course Requests for curriculum are due before you leave for Christmas vacation and summer vacation.
- Course Request address is <http://helpstar.davidsonccc.edu/> or the HELPSTAR tab under Faculty and Staff, Other Resources on the DCCC Webpage.
- Courses that follow the school calendar will be made AVAILABLE on the first day of class by 8 am.
- IT will enroll students through the 10% cutoff date for courses that follow the school calendar.
- Courses that follow the school calendar will be made UNAVAILABLE one week after courses close. Instructors will need to manage Incompletes.
- Instructors cannot remove users. However, they should make students who have dropped unavailable.
- Instructors should print the Gradebook and/or export the Gradebook for their courses. It is highly advisable to do this several times during the semester. IT will take care of course statistics.
- Courses will be archived after one year.
- Email address needs to be entered into Personal Information. Password should be changed.
- DCCC has 24/7 helpdesk support for Blackboard through Presidium.
Phone: 1-866-361-8965
Web Address: <http://d2.parature.com/ics/support/default.asp?deptID=4287>
You can also click the **help** button on the Blackboard screen.
- Routine maintenance is performed weekly on Fridays between 7:00 – 8:00 am. Blackboard may not be available during this time.

Blackboard Procedures

The purpose of this document is as follows:

- Establish procedures related to Blackboard
- Provide consistency in decision making related to Blackboard
- Save time for instructors, students, Administrator, and the Help Desk
- Assist and support Blackboard usage

Introduction

This document provides procedures for decision-making related to the use of Blackboard™ (hereafter, BB) course management software licensed to Davidson County Community College.

Included are statements related to Management, Cartridges, Enrollment, Request, Uploads, Semester-End Procedures, Course Availability, Re-Using Course Data, Inactive Course Sites, Usernames and Passwords, BB System, BB Helpdesk, Upgrades, Maintenance, BB Data and Database Backup.

This document is intended to reside solely online for ease in usability and access, as well as to ensure the availability of the most current version. Do not rely on printed copies of this document without first verifying their accuracy against subsequent online updates. Changes to these procedures will be indicated by a change in the “Last Updated” date listed at the end of the document.

Course Management and Procedures

Course Request

To request a course in BB, a course request will need to be completed. The address for the course request is <http://helpstar.davidsonccc.edu/> .

Select New Service Request.

For **Curriculum course requests**, select **Curriculum Request Form** as the service request type. Select the Course 1 Information tab and enter you BB username,

Semester, Instructor Method, Course Type, BB Course ID (if making a copy of an existing course), Course Title, Course Prefix, Course Number, Course Section, and Course Cartridge Number if there is one.

You can enter up to 4 courses in one request. Include any special instructions in the email portion of the request

For **Continuing Education course requests**, select **Con Ed Request Form** as the service request type. Select the Course 1 Information tab and enter you BB username, Start date, BB Course ID (if making a copy of an existing course), Course Title, and CID#.

You can enter up to 4 courses in one request. Include any special instructions in the memo portion of the request.

Course Request Submission Timeline

All **Continuing Education** and **Curriculum** course requests need to be submitted at least 10 business days before the start date of the course to ensure that the course is on BB at the beginning of the course. Business days are days the college is open Monday – Friday. Curriculum course requests should be submitted before leaving for Christmas and summer vacations.

Course Cartridges

Many textbook publishers now offer BB course cartridges with their books. Course cartridges are parallel content that plug directly into a BB course site. Although they vary from publisher to publisher, they typically contain very rich content that may include presentations, handouts, chapter notes, links, study guides, applications, quiz questions and much more. Many publishers require students to purchase a code to access the materials in the cartridges. These codes are sometimes provided with a special version of the textbook. If instructors wish to use a course cartridge in their course site they should check with the publisher representative for the proper textbook ISBN order number prior to submitting the order to the bookstore. The representative should provide a download access key to install the material or provide instruction on how to

obtain one. **After a download key is provided, forward the key and the course you want the cartridge loaded in to the BB system admin for loading.**

Course Enrollment: Continuing Education

It is the responsibility of the instructor/coordinator of the course to enroll students into the course by the start date of the course. If any students are not listed on BB or two students with the same name are listed you can contact the BB Administrator to see which student should be put in the course. The instructor of the course is responsible for making the course available. The associate dean or department coordinator for each course will be listed in the course with the role Teaching Assistant.

Course Enrollment: Web-Based Curriculum Courses, Hybrid, and Traditional with Web-Based Components

Students registered for curriculum courses prior to 9:00 am the day before the beginning of the semester will be enrolled into BB courses by 8:00 am on the first day of the semester. After 8:00 am on the first day of the semester, only the instructor or the department coordinator of the course can add or make students available/unavailable in a course. The above procedure insures that instructors are aware of add/drops for their course. Instructors are required to maintain the accuracy of the course site roster after the site has been populated at the beginning of the semester. During the add/drop period, it is the instructor's responsibility to maintain the accuracy of the BB roster. The registrar's rosters will be used as the final guide. For auditing purposes Instructional Services staff may be added with the role Teaching Assistant.

During the period of enrollment, courses will be made **Unavailable**. Courses will be made **Available** by 8:00 am on the first day of the semester by the BB administrator. Any instructor can make his/her course **Available** or **Unavailable** on a different schedule within BB as desired.

Course Enrollment: Courses where the start and/or end date falls outside of full semester, 1st eight week, or 2nd eight week normal schedules

It is the responsibility of the instructor of the course to enroll students into the course by the start date of the course. If any students are not listed on BB or two students with the same name are listed you can contact the BB Administrator to see which student should

be put in the course. The instructor of the course is responsible for making the course **available** when the course starts and **unavailable** when the course ends.

Course Uploads

Course upload is limited to 3MB or less. If a file is bigger than this please contact the BB Administrator about how to reduce the size of the file.

Curriculum Semester-End Procedures

Once the final grades are posted, instructors should print the **Gradebook** and, optionally, export it to their home directory, local computer, a CD, or a flash drive. A report will be generated and forwarded by the BB administrator to the registration records office containing course statistic information at the end of each semester.

At the end of each semester, active curriculum courses are made Unavailable to students one week after the last day for exams by the BB administrator. These courses will still be available to instructors. Instructors may choose to set students who have completed all coursework to Unavailable and then make the course Available to remaining students who need to finish incomplete classes.

Instructions to make a course available to student with incompletes:

1. From the control panel of the course you need to make available, click the **Settings** link in the Course Options section.
2. Click the **Course Availability** link.
3. In the **Set Course Availability** section, click the **Yes** radio button.
4. Scroll down to the bottom of the page and click the **Submit** button.

Instructions to make a course unavailable to all students except those that have incompletes:

1. From the control panel of the course you need to make students unavailable, click the **List/Modify Users** link.
2. Click **List All**.
3. Click **List All** again.

4. Select the **Properties** tab beside each user who have completed the course.
5. Set the **Available** box to **No** for each student.
6. Click the **Submit** button.

Re-Using Course Data

If you wish to reuse data from a BB course site, it must be copied to a new site. Use the <http://helpstar.davidsonccc.edu> link to inform the BB admin that you wish to have your course copied. A reminder e-mail will be sent to all instructors to ensure that we have all courses copied before the beginning of a new semester. To make sure your courses are ready for the following semester, the same course request submission timeline listed on page 1 applies.

Inactive Course Sites

Inactive course sites are stored on the BB server for 1 full year after the course is completed. After this time, they are archived and removed from the server. **It is the instructor's responsibility to maintain records of student grades and any other pertinent student records**, as this information cannot be archived by BB Administrator.

Continuing Education Course-End Procedures

Once the final grades are posted, instructors should print the **Gradebook** and, optionally, export it to their home directory, local computer, a CD, or a flash drive. A report will be generated by the BB administrator monthly containing course statistic information of all Continuing Education Courses.

Whenever a course ends, it is the responsibility of the instructor/coordinator to make the course Unavailable to students. These courses will still be available to instructors. Instructors may choose to set students who have completed all coursework to Unavailable and then make the course Available to remaining students who need to finish incomplete classes.

Instructions to make a course available to student with incompletes:

5. From the control panel of the course you need to make available, click the **Settings** link in the Course Options section.
6. Click the **Course Availability** link.
7. In the **Set Course Availability** section, click the **Yes** radio button.
8. Scroll down to the bottom of the page and click the **Submit** button.

Instructions to make a course unavailable to all students except those that have incompletes:

7. From the control panel of the course you need to make students unavailable, click the **List/Modify Users** link.
8. Click **List All**.
9. Click **List All** again.
10. Select the **Properties** tab beside each user who have completed the course.
11. Set the **Available** box to **No** for each student.
12. Click the **Submit** button.

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Faculty/Staff: Helpdesk, Usernames, and Passwords

BB Helpdesk (1-866-361-8965)

<http://d2.parature.com/ics/support/default.asp?deptID=4287>

DCCC has 24/7 helpdesk support for BB through Presidium. Faculty/Staff can call or visit the site to chat with a representative at anytime. There are also self-help documents and animated tutorials on our help site to guide you through any problems or instruction you might need. Technical problems and issues regarding functionality should be reported to the helpdesk as quickly as possible.

All Faculty/Staff are required to have a Datatel Identification Number and User Authorization form turned in to Information Technology Services for access to BB.

- **Username:** the first letter of your first name, your last name, and the last four digits of your Datatel ID. Your User Name is set and will not change.
- **Password:** Is your birth date. Example if your birth date is September 3, 1980, your password would be 09031980. You should change your password under “Personal Information” after you login to BB.

An email address needs to be put in under your “Personal Information” when you first login to BB. Without your email your students cannot contact you when you use the email function in BB.

Students: Helpdesk, Orientation, Usernames, and Passwords

BB Helpdesk (1-866-361-8965)

<http://d2.parature.com/ics/support/default.asp?deptID=4287>

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System

BB Administrator will maintain the server. BB administrator responsibilities include installation and maintenance of the hardware and operating system(s), installation and maintenance of the BB system(s), installation and maintenance of server based hardware and/or software, and monitoring and performance tuning as required to operate the BB Course Management system.

Software Supported

BB is supported in a Windows environment using Internet Explorer 7 or higher. Firefox 3.5 or higher version is also supported. Windows applications are also supported within BB. Users off campus will need an Internet Service Provider (ISP) to provide an Internet connection for using BB.

Upgrades and Maintenance

Downtimes for scheduled maintenance and upgrades will be announced to the community in advance via e-mail and an announcement posted on the BB site. While the Information Technology Services (ITS) department strives to deliver a dependable and reliable environment, factors beyond local control can cause problems. ITS will not plan or schedule any upgrades during a semester unless it is a critical issue that affects the majority of BB users. **Scheduled routine maintenance will be performed every Friday morning from 7:00 AM to 8:00 AM. Blackboard may not be available during this time. Please refrain from using the system during this time.** The ITS department maintains a system backup of all BB course material. This backup is available for disaster recovery only. The backup schedule is outlined below.

Blackboard Data Backup and Database Backup

A differential backup is conducted daily and a full backup is conducted once a week. The back-ups (30 days) are for full restoration purposes only. If for some reason the system fails, these back-ups will be used to restore the database.

It is not possible to restore an individual course, file, assignment, grade, discussion or test/survey through this backup process. If you have deleted or changed any of these individual items, ITS will not be able to retrieve them. **It is important that each instructor make copies of the Gradebook whenever new grades are entered.** Two ways to make a copy of the Gradebook are to print it out or export the Gradebook to a comma-delimited file for use in Excel. All files uploaded into the Digital Dropbox and Assignments can be downloaded to the faculty's desktop computer and stored on the hard drive for future reference.

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