BLACKBOARD TIP OF THE WEEK
December 10, 2012

Check out the Blackboard Tip archives and more at http://blackboardinfo.bryant.edu!

10 FAQs

Out of the 10 or 20 instructors I help each week with Blackboard, at least half apologize for "bothering" me. You are not bothering me. Supporting faculty in their efforts to better engage students is a priority for me in my role in the Center for Teaching and Learning. Whatever your needs are with Blackboard, let me know and I'll see what I can do to help.

The following 10 questions are, appropriately, the most frequently asked. I hope the answers are helpful to you.
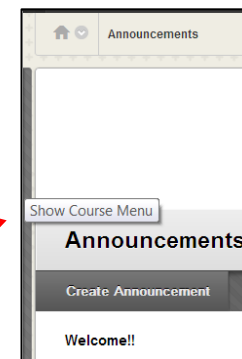
Sincerely,

Sam Grabelle

Teaching and Learning Projects Administrator

1. Where the heck did my course menu go?
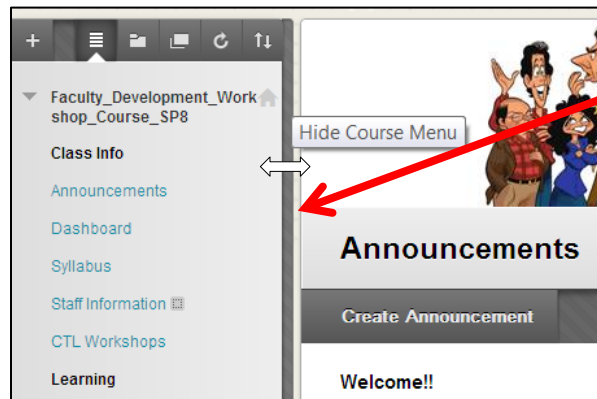
If you accidentally click the gray border on the right side of the course menu, you will hide it. To show it, just click the same gray border now on the very left side of the screen.

2. Why do my "digital native" students have so much trouble with Blackboard?

Bryant doesn't have a formal Blackboard training program for students and faculty use it in very different ways. Be sure to review how YOU will be using Blackboard either in your syllabus or during one of the first days of class. You can also suggest that they click the "Blackboard Help" link on the course menu which will take them to the Student Help site.

3. Do I have to look at every single course I have taught for the last three years every time I open Blackboard?

No, you don't. Hover over the My Courses window and click the wheel that appears in the top right corner. From there, you can choose to show or hide any courses and click and drag to change the order in which they appear.
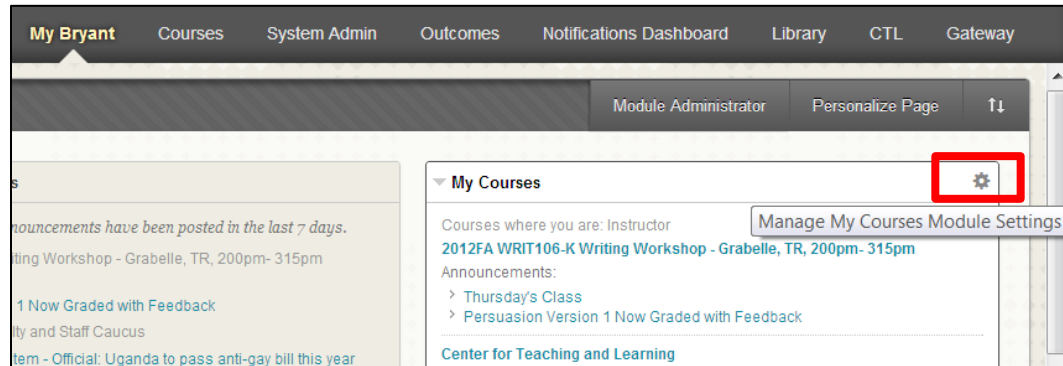
4. Why should I download the app for Blackboard Mobile – isn't that just for students?

Go here to learn what instructors can do with Blackboard Mobile Learn.

5. Why can't my students find my Assignments or Files?

When creating or editing an Assignment, make sure "Make the Assignment Available" is checked and that the Availability is not limited or is limited to the correct days/times.

When creating or editing a File, Item, Web Link, etc., Make sure "Yes" is checked next to "Permit users to View this Content" and that the Availability is not limited or is limited to the correct days/times.

6. How do I let my library partner into my course so she/he can post resources for my students?

Follow the instructions in last week's Blackboard Tip to manually enroll a user. Librarians should be assigned the role of Course Builder which allows them to add files and links but prevents them from accessing the Grade Center.
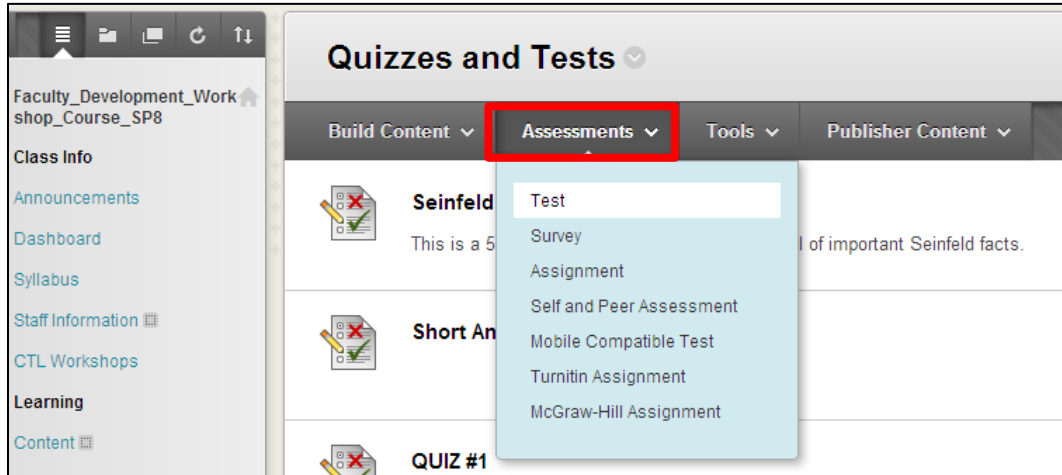
7. A student just added my course, but she doesn't see it when she logs into Blackboard. What's wrong?

Student enrollments are handled in Banner. Twice per day, Banner updates Blackboard. If your student "just" added, it can take up to 12 hours for her to appear in your Blackboard roster.

8. Why can't my students find my tests?

When you create a test, it does not automatically appear in the course; you must deploy it. Then, by default, tests are not available for users to view so you have to make them available or set the availability window for the correct days/times.

STEP 1: Go to *Assessments > Test*

STEP 2: To create a test, click CREATE. To deploy a test you have already created, select the test.

STEP 3: Go to EDIT TEST OPTIONS and make sure the link is available and the availability dates/times are correct.

9. **Why can't I see all submissions in *Needs Grading* or all tests in *Tests* or all assignments in *Assignments*?**

It is best to always go to *Full Grade Center* when using the Grade Center. *Needs Grading* only allows you to see items you have not yet graded (thus you cannot see the range of grades for a particular assignment or test). *Tests* only allows you to see ungraded tests that were created using the Test tool (thus not tests created using the Assignment tool but considered "tests"). *Assignments* only allows you to see ungraded assignments that were created using the Assignment tool (thus not assignments created using the Turnitin Assignment tool).
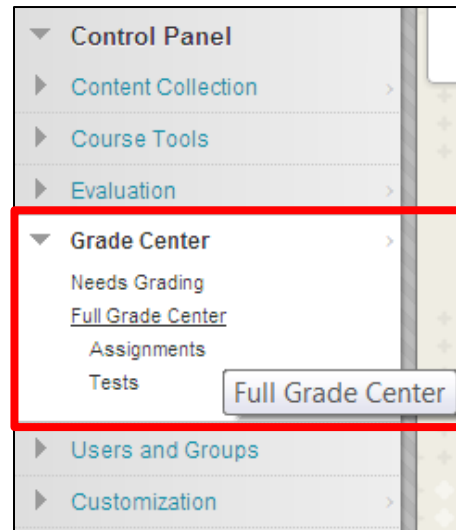
10. **I teach multiple sections of a course and/or a cross-listed course and would like to merge my rosters into one Blackboard site so I only have to do everything once. Is this possible?**

If you would like to create a merged Blackboard site with enrollments from two or more Banner-created courses, email me at sgrabell@bryant.edu. I will ask you to send me an Excel spreadsheet of all students with three columns – email address, first name, last name. I will then batch enroll the students into a new course shell. You will then need to do the following:

1. Make the original course shells unavailable by going to *Control Panel > Customization > Properties*.
2. Tell the students to go to the new course shell.
3. Create a Group for each original section if you plan on doing anything differently for students enrolled in each original section. This will be important, for example, if you are going to give the same test to sections that meet at different times and don't want the later section to see the test while it is available for the earlier section.