

BLACKBOARD LEARNING SYSTEM FAQs

How do I get a course site on Blackboard?

Every course taught at this Campus has/will have what can be called a course shell on the Blackboard system. If you are teaching a course and want to use the Blackboard system to support your course delivery, a **section** is created for you within the main course shell. Your section will be identified by the course code, course title, academic year, and semester (**E.g. ECON1003 - Maths for Social Sciences I - (2008 - 2009, Semester 1)**). In cases where courses have multiple instructors who each requests his/her own course section, the course ID will also include the instructor's name (**E.g. FOUN1008 - Rhetoric II: Writing for Special Purposes - (2008 - 2009, Semester 1) - Lewis**). Every course will therefore have many sections over time.

Requests for new Blackboard course shells/sections are submitted on an online form via the Computer Centre HelpDesk at <http://helpdesk.cavehill.uwi.edu/user>. Users who are off campus and cannot access the above link may send an email to the HelpDesk at ComputerCentreHelpDesk@cavehill.uwi.edu. The email should include the following information:

- **Your name**
- **Your university ID number**
- **Course code**
- **Title of course**
- **Department** delivering the course
- **Semester and year** in which the course will be taught
- **Any persons to be given access** to the course as co-designer, instructor or tutor (the specific role should be identified).

NOTE: Every semester (and also for the summer session) you will be required to request a new section on Blackboard if you are going to be using the system. Even though you may still have access to the section from the previous semester, your new students will not be able to access it. They can only access sections created for the current semester).

How Do I access my course after the section is created?

The URL for the Cave Hill Blackboard site is <http://cavehill.blackboard.com> . This is where you go to access your course after the section is created.

On the log in page you will have the option to either **Log In**, or view the **Course List**.

The Course List on the log in page is where students go to self register for courses on Blackboard. You **log in** to the system by entering your **User name** (usually your UWI staff ID number) and your password

Welcome.

Course List

View course information

Enrol in courses that allow self-registration

Log In

Log in to the Blackboard Learning System

[Forgotten your login information?](#)



(usually your date of birth, written ddmmyy). This will take you to the **My Blackboard** page where your courses are listed. (You can change your password after you log in by clicking on the **My Settings** link in the top right corner of the My Blackboard page. For security purposes it is advisable to change your password.)

To access a course, you click on the **title** of the course in the course list on the My Blackboard page.



What Should I do BEFORE I access my course?

Check Your Browser

Before you access your course, you will need to run a check to ensure that the computer is fully configured to support the smooth functioning of Blackboard. You will need to

do this with every computer from which you will be accessing Blackboard. On the My **Blackboard** page, click on the **Browser Check** link at the top right of the screen. This will open a page that highlights with a large green tick  features that are correctly configured, and with a large red  any areas of your system that need to be modified. You should follow the instructions given to modify the system.

Among the things you will need to ensure is that your system is set to allow pop-ups from the Blackboard site and that you have the correct version of Java installed on your computer. Before you do this, you should uninstall any existing versions of Java. The Java plug-in allows you to run applications and applets that use Java technology. Java is required for several Blackboard features including uploading files to your course and creating web pages within Blackboard.

The browser check will reveal whether you have the correct version or not. If you don't, you will see the  next to this item. Clicking on the  will take you to the site from which to download the compatible version of Java. The recommended version for the Windows Platform is currently **J2SE(TM) Runtime Environment 5.0 Update 7**.

What Should I do when I access my course for the first time?

If content from a previous section has not been restored to your course by the systems administrator, you will be asked to select the source of your course content.

If you are creating a brand new course section, select *Set up a blank course*.



Assign Course Content

0002 - Outreach Courses and Programmes - T-TO Teacher Training Online

You can assign content to this course from another course or start designing this course without as below and click Continue.

- Set up a blank course
Select this option to start designing this course without assigning content.
- Copy content from another course
Select from courses in which you are enrolled as a designer.
- Import content from file
Select this option to start importing course content from exported course file.

If you want to import content from a section you developed in an earlier semester, select *Copy content from another course*. This will bring up a list of your old sections to select

from. It is unlikely that you should ever need to select the final option *Import content from file*.

Where can I get help in designing and developing my course section?

The educational technologist in the Educational Media Services unit provides training and support to faculty in the design and development of courses on the Blackboard learning system. She may be contacted by email at edmedia@uwichill.edu.bb or telephone 417-4208. The unit runs workshops on Blackboard periodically during the semester.

How will my students get access to my course?

At the moment students are required to self-register for Blackboard courses. To enable your students to do this, you will need to activate the self-registration feature. This is done as follows:

- Log in to Blackboard and access your course
- Ensure that you are in the *Teach* or *Build* mode (click on the *Teach* tab or the *Build* Tab at the top of the course page).
- In the *Instructor Tools* or *Designer Tools* on the left, click on *Manage Course*
- Click on *Settings*
- Under *Administration*, click on *User Manager* (last item in column)
- Select “true” for the statement “*Allow users to register themselves as a student in a section*”.
- Click on *Save Values* at the bottom.

When you are satisfied that all your students have been added to the course you should repeat the steps and disable the self-registration feature.

My students tell me that they cannot see the self-registration button for my course, what is happening?

If the students cannot see the self registration button, then more than likely you have not turned on the self registration feature. Please see the section *How will my students get access to my course?*

I have forgotten my password, or my password does not work, what do I do?

You can have your password reset via the HelpDesk at the Computer Centre ComputerCentreHelpDesk@cavehill.uwi.edu

Where can I get help if I experience technical problems in using Blackboard?

You should report any technical problems to the Computer Centre HelpDesk via the online form at <http://helpdesk.cavehill.uwi.edu/user/> or by email to ComputerCentreHelpDesk@cavehill.uwi.edu, or call 417-4191. Technical problems refer to issues such as accessing the system, or malfunctioning of the system. For problems involving course design and course development issues see the section *Where can I get help in designing and developing my course section*.