Technical Assistance:
- Website: http://help.asu.edu
- Help Desk Phone: 480.965.6500 (24/7 support)

1. Course requests:
   - To request a development course: http://my.asu.edu/courserequest
   - To request a credit course (with SLN): http://my.asu.edu/ | log in | click Bb+ icon right of the course name in My Classes section.
   - Services that can be added to Blackboard are:
     - iTunes U
     - To add these services, click the Additional Options link next to the Cancel button after the Instructor/TA selection step
   - Credit courses can contain multiple sections
   - A new course must be requested each semester using the appropriate SLN
   - Content from a previous course can be copied to a new course
   - If you were not listed as the instructor of record, then you will need permission for this content to be copied
   - TAs cannot request courses for instructors

2. Student Test Account:
   - You may set up an alternative/secondary ASURITE ID to view your course from the student's perspective – this is ideal for testing your Blackboard links, viewing My Grades, etc.
   - You can access the request for at http://www.asu.edu/go/blackboard/forms/request-test-student.html
   - You must have your ASU Affiliate ID, which is the 1000 or 1200 number on your Sun Card
   - To set or change your password, go to http://asu.edu/changepassword
Select your student test account from the choice list (will have bb_ in front of your ASURITE ID)

2 Current Password – type the password for your primary account to confirm you own the identity

3 Set New Password – type a password for your student test account

4 Confirm Password – retype the password from Step 3

5 Click Save
GENERAL INFORMATION

3. Course Access
   • My ASU’s My Classes box

   ![My Classes Screenshot]

   • Blackboard Home Page (http://myasucourses.asu.edu) - this is a direct link to Blackboard courses and is useful when My ASU access is unavailable.

4. Course Enrollment
   • Students are automatically enrolled in all credit classes for which they register and should never be manually enrolled
   • TA’s can be added when you request the course, or they can be manually added later
     **Add User:**
     From the Control Panel on the left, click Users and Groups | click Users | click Find User to Enroll | type the user’s ASURITE ID in the Username field or click Browse to search for it (click the checkbox next to the appropriate name and click Submit) | choose the Role from the choice list | click Submit
   • Incomplete students – some students are manually added to a course to finish an incomplete from a course in a previous semester. This means that the student is not currently registered for the class. We typically manually add these students in CEM so we maintain a record of students who were formally taking the course.

5. Blackboard Home Page
   Each user has the capability of customizing their Blackboard Home Page. Will show up to 99 courses, however, if you have 100 or more it will show considerably less and randomly selected
   Simply click More Courses and search for the one you are looking for (hint: you can choose not blank and search to list all of them)
Managing My Courses Module
Courses are maintained within Blackboard for several semesters, which can create quite a long list to scroll through. Users can hide and show previous courses as desired from this page.

Modify Courses List in My Courses Module:
Click the Sprocket or Disk icon on the Personalize page, uncheck what you wish to hide or check what you wish to show | you can also rearrange the order of your classes on this page using drag-n-drop | click Submit

Note: The Courses tab will not reflect the changes made in the Blackboard Home tab – you will need to modify that list separately using the sprocket icon

Managing Modules
Users can add, collapse, expand and remove modules on their Blackboard Home Page.

- Collapse Module: collapses module to title bar
- Expand Module: expands module to fully visible
- Modify settings: modify settings or hide/show information in the module
- Close Module: removes module from the page

Add Modules
Click Add Module | click the Add button next to the module you wish to add

Rearrange Modules
Instructors can easily rearrange the modules using drag-n-drop functionality.
Click the module heading | drag the module to the desired position | a dotted line will appear where the module will be placed | let go of the mouse to place the module

Personalize Page
Users can personalize their Home Page theme.
Click Personalize Page | click on the desired color theme | click Submit.
INSIDE YOUR COURSE

6. Edit Mode

Edit mode is a toggle switch in the upper right corner of every page in a course. This switch must be ON to enable instructors to add/modify content. Simply click the switch to toggle it on and off.

OFF allows the instructor to see the course content and course menu from a student’s perspective.

7. Options Menus

Options Menus allow you to manage content and are available for everything inside of your course. These menus are hidden by default and only appear when you hover over an item you wish to edit.

Please note that you must have Edit Mode ON to see the menus.

8. Add Links to the Course Menu

Instructors can add a variety of link types to the course menu. Below are a few examples. Edit Mode must be turned ON.

Add Content Area:
Select your course | hover over the + (plus) icon | click Create Content Area | type a name in text box | click Submit | the link is added to the bottom of the menu

**Add Tool Link:**

Tool links are links to course tools like My Grades or Group Pages

Select your course | hover over the + (plus) icon | click Create Tool Link | choose the tool from the choice list | type a name in the Name text box | click the check box next to Available to Users | click Submit | the link is added to the bottom of the menu

**Add Course Link:**

Course links are links to content or folders within the same course.

Select your course | hover over the + (plus) icon | click Create Course Link | click the Browse button to access the site map | click the plus icon to reveal sub-content until you find what you want to link to | click the item you want | type a name in the Name text box | click the check box next to Available to Users | click Submit | the link is added to the bottom of the menu

9. **Modify Links on the Course Menu**

Instructors can change the order of, rename, show/hide or delete menu items. Edit Mode must be turned ON.

**Rename Link:**

Select your course | click the contextual menu right of the menu link | click Rename link | make the appropriate change | click the green checkmark or press Return/Enter on your keyboard

**Hide/Show Link:**

Select your course | click the contextual menu right of the menu link | click Hide link or Show Link | if you hide the link, a white square with a slash will appear

**Remove Link:**

Select your course | click the contextual menu right of the menu link | click Delete | click OK to confirm deletion

**Reorder Menu Links:**

Select your course | click and drag the vertical, double-headed arrow left of the menu item | a dotted line will appear where the menu item will be | let go of the mouse to place the menu link
10. Course Design (or Customization)

Instructors have the option of changing the menu design (buttons vs. text and colors), adding a course banner, and changing course entry point.

Select your course | from the **Control Panel** on the left, click **Customization | Teaching Style** | then:

**Select Course Structure**

- Course structures are predefined course materials such as menu links, instructions, and content examples that can jump-start your course organization.

- Course Structures focus on specific aspects of a course including Activity, Communication, Content, Systems, and Time-based organization.

- The selected course structure includes sample content that is added to your course, and does not replace or remove existing content.

- The menu items use familiar tools and features, renaming them to fit the intended use.

**Menu Design (Text)**

Click the radial button left of **Text** | click the contextual menu next to background color | choose the desired color from the swatches or type a Web Color in the **Color value** box | click **Apply**.

**Menu Design (Buttons)**

Click the radial button left of **Buttons** | click the + (plus) icon left of Button Library | choose button type (**Solid**, **Striped** or **Pattern**) | each option will display the buttons available | scroll through the buttons and click the button style you wish to use | click **Submit**.
Course Entry Point
Click the choice list | choose the page you wish to use as the entry point | click Submit

Course Banner
Click Browse for Local File | choose the graphic | click Open | click Submit

11. Documents and Naming
There are a few document details that you should be aware of when uploading files or receiving them from students:

Document type
• Any kind of file can be uploaded (i.e. – .pptx/.ppt, .zip, .docx/.doc, .xlsx/.xls, .jpg, etc.)
• Movies are typically too large to store in Blackboard. They can slow down your course considerably and force students to have to download files and play them natively. Your students will have a much better experience if you use You Tube to stream your videos, or use an Instructor Volumes (you will have to prepare them for HTML use) to store them and link to.

Document size
• 20 MB upload limit; if your files exceed this size, use an Instructor Volume
**File Naming**

- Do not use spaces or special characters in file names:
  ```
  ~ ` ! @ # $ % ^ & * ( ) = + / ; : ' " [ ] \ |
  ```
- Use underscore ( _ ) and dashes ( - )
- Also avoid excessively long names
- Best practice is to give the students a standard format for all assignments:
  
  **Format:** Name_Surname_FullName_AssignmentName.doc  
  
  **Example:** Smith_M_ResearchPaper.doc

- Use these same standards for assignment names and Grade Center column names

**Note:** you have the option to grade submitted papers anonymously, meaning that you hide the student name to grade more fairly. If you do this, do not have the students include their name in the file or file name.

12. **Uploading basic files**

You can upload a variety of content to Blackboard. In this session, we'll just be adding files. Examples could include a syllabus, lecture, assignment handouts, etc.

**Add Item**

- Items are added for one-way delivery materials where you can type instructions and/or a description in a text box.

Click the content area from the course menu | be sure **Edit Mode** is ON | hover over **Build Content** | click **Item** | enter **Name** | add a description or instructions in the **Text** field | to upload a file, click **Browse Your Computer** or **Browse Course** | click **Yes** next to **Permit Users**... | **Track Views** allows you to track each person’s click on the item – this is not recommended for use on all items as it slows down your course performance | Date Restriction (optional) – must use **both Display After** and **Display Until** | use the calendar and clock icons to choose date and time | click **Submit**
**Note**

Pasting formatted information from MS Word or websites into a text box creates excessive HTML coding.

You can also paste the information into the text box, select it all and click **Remove Formatting** from the content editor.

---

**Additional Content Types**

- There are several file types you can choose from: **File**, **Audio**, **Image** and **Video**.
- Each of these content types can be added using the Create Item link, however, these specific types provide additional options specific to the content type.
- Please note that they don’t provide a description field to add instructions.
13. Course Files

- Course files is a centrally located repository on the Blackboard server for organizing and storing content for a single course
- Only Instructors, TAs and Course Builders can access the Course Files area
- You can provide links to the files within this repository for students to view in content areas

Upload Files

- Single or multiple files can be added
  
  Select your course | click Course Files | click the course ID | hover over Upload | choose Upload Files | in the upper right corner you can choose Single File or Multiple Files | if you choose Multiple Files, you can drag-n-drop files into the window or you can Browse and select multiple files | click Submit

- You can create folders to organize your files using the Create Folder button
- You can easily copy, move and delete files
- You can bulk download all or selected files to a zip file and upload them to another course
14. Add Web Link

- This allows you to provide a web link (must include http://) to external websites

Click the content area from the course menu | be sure **Edit Mode is ON** | hover over **Build Content** and select **URL** | type **Name** | enter **URL** (or copy/paste from webpage) | add a description or instructions in the **Text** field | you have the option to add a file from your computer or from **Course Files** | click **Yes** next to **Permit Users…** | recommend choosing **Yes** next to **Open in New Window** | **Track Views** allows you to track each person’s click on the item – this is not recommended for use on all items as it slows down your course performance | **Date Restriction** (optional) – must use **both Display After** and **Display Until** | click **Submit**
15. Content Organization Approaches

Content can be delivered to students in modules or segmented by content type.

Content Type Approach

- Content can be organized by type, which can include Lectures, Assignments, Discussions and Voice Tools.
- Though this organization is easy to understand, it does create excessive navigation for students to consume content and submit assignments.

Example:

![Content Type Approach Example](image)

Modular Approach

- Content can be organized week or module,
- Though this organization is easy to understand, it does create excessive navigation for students to consume content and submit assignments.

Example 1:

![Modular Approach Example](image)
Example 2:

Add Folder

- If you use the modular approach, folders can be added to house your materials.

Click the content area from the course menu | be sure Edit Mode is ON | hover over Build Content and select Folder | enter Name | add a description or instructions in the Text field | click Yes next to Permit Users… | Track Views allows you to track each person’s click on the item – this is not recommended for use on all items as it slows down your course performance | Date Restriction (optional) – must use both Display After and Display Until | click Submit | click on the name of the folder to access it.
16. Communication

Send Email

- Instructors can send email to anyone enrolled in the course
- A copy of an email sent via Blackboard is automatically sent to your inbox
- It is important to tell your students that all email sent from Blackboard goes to their GMAIL account, and you have no control of this setting
- They are responsible to forward it to the address they wish to use; they can do this under Settings at the top of the page in their GMAIL account

Course Tools | Send Email | can choose to send to All Users (all users automatically added) or Select Users (will need to choose names) | enter Subject and Message | attach file (optional) | click Submit

- Forwarding Gmail can be done using EPO URL screen

Disable Send Email

- Instructors have the option of limiting the use of Send Email by students or completely disabling it

Customization | Tool Availability | click the contextual menu next to Email | click Email Settings | uncheck those items you wish to disable in the Available column | click Submit

Announcements

- You can post announcements regarding deadlines, class meeting times, or any important communication
- The message will show on each student’s Blackboard Home tab, as well as on the main page when they enter your course shell (if Announcements is still set to Course Entry Point)

Course Tools | Announcements | Create Announcement | enter Subject and Message | select Duration (if using date restriction, must use both) | option to email announcement to all users by clicking checkbox next to Override User Notification Settings | have the option to add a Course Link | click Submit

- Announcements are arranged with the most recent one on top
- They can be arranged in any order using drag-n-drop functionality
- If you want to keep an announcement always at the top of the page, drag it above the gray bar labeled New announcements appear below this line
17. Other Content Area Menus

**Assessments**
- This menu contains links to create:
  - Tests
  - Surveys
  - Assignments
  - Mobile Compatible Test
  - Safe Assignments
- Each of these items will automatically create a grade center column that is attached to it
- A separate workshop is available for each of these topics above

**Tools**
- This menu enables you to create links to:
  - Discussions
  - Blogs
  - Journals
  - Wikis
  - Groups
  - Voice Tools
- These links are essentially Course Links and are easier to add using this menu
- You can link to the tool area or to a specific Interactive item already created