

Division of Interdisciplinary Studies at the Center for Worker Education





CITY COLLEGE DIVISION OF INTERDISCIPLINARY STUDIES AT CWE



Dear Students,

Welcome to the Division of Interdisciplinary Studies at CWE! We are thrilled to have you learning with us. This manual provides you with important information about Blackboard—CCNY's learning management system. Many professors use Blackboard to post course materials, communicate with students and send announcements. CWE's online and hybrid courses are held using the Blackboard system. Therefore, it is important that you take some time to explore how to use Blackboard. If you have any questions, please do not hesitate to reach out to CWE's technologist. Again, welcome to CWE!

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I. Introduction To Blackboard 9.1

Blackboard is a Course Management System that allows for instructors to add materials online so that students can retrieve them. Logging into Blackboard can give you access to any documents that may have been handed out in a classroom in the past. These uploaded documents, assignments, tests, and other materials will be available from your home, work, mobile device and school. This proves to be quite beneficial for an online course or courses that have little classroom time. Be sure to check with your professor to find out if s/he uses Blackboard.

Students may access their Blackboard through the CUNY portal: www.cuny.edu

If you do not have a login, please click Portal login and **Register for a New Account**. For the most part, you will always select student as your role. If you are not sure whether or not you have a CUNY portal account you can always use **Account and Password reset** link.

PORTAL LOG-IN

Existing Portal Users: If you are a prior portal user, please do not re-register to use the Citizen CUNY portal. All users, however, will need to recreate any bookmarks/favorites on the new MyPage.



II. CCNY Student Emails

All CCNY students are required to use their CCNY email when corresponding with faculty and staff. Your professor, advisor and other staff members will send information about courses, registration and other issues to ONLY your CCNY email. Therefore, it is essential that you <u>set up your CCNY</u> email as soon as you register.

You can find <u>your CCNY email account</u> by going to the following link: https:// citymail.ccny.cuny.edu/accountlookup/ or contacting the Help Desk at 212-650-7878. If you have trouble setting your password, make sure you contact the Help Desk, as they can help you reset your password in the main email database.

If your professor has told you that emails are bouncing back to them or that you do not have <u>an</u> email account listed or you are just not receiving what other students are through email, check which email is registered through Blackboard.

Once you have obtained your email, it is extremely important to remember that you need to update your email in the Blackboard section of the CUNY portal. This will allow you to receive emails from your professors that are using email through Blackboard. Blackboard emails will only function with a CUNY email account. To make this change, once you login to the CUNY portal, click the link for Blackboard. Once the page loads, please look for the Update email link in the Tools section on the left side of the page.



Enter your Citymail address and click Submit. You will be prompted after this screen to click OK, please do so.

You may not forward your Citymail email to a personal account. You must have a Citymail account in order to use Blackboard on campus.

III. BB 9.1 Basics

Many professors use blackboard to post materials for class, hold online sessions and send announcements to students. Additionally courses that are hybrid or online use Blackboard extensively. Once you become familiar with the Blackboard system, you will find that it is quite user friendly! Initially, however, you may have some questions on how to navigate this system.

Remember, that before you can get onto Blackboard, you must register on the CUNY portal (see instructions in Section II on setting up your CCNY email).

Once you log into the CUNY portal and click on the Blackboard application link, you will be directed to the Blackboard Landing Page. This page has all available courses that you are currently taking (note- not all courses may be available). To access a course, click directly on the course title.

CUNY Blackboard 8.1					
Home Help City College City	College Library System Admin Blackboard 9.1				
Home Notifications Dashboard					
Add Module		Module Administrator Personalize Page 1+			
Tools	My Announcements © 0	My Courses • 🗆			
> @ Announcements	No Institution Announcements have been posted in the last 7 days.	Courses you are teaching:			
> Calendar > m Jaska	No Course or Organization Announcements have been posted in the last 7 days.	CCNY_HELPDESK_TEST_COURSE: CCNY HELPDESK TEST COURSE			
> (\$1 My Grades	more announcements	Instructor: Mary Abud; Dixon Ansong; Michelle Baksh; Kent Eng;			
> C Address Book		GCNY IT CALL CENTER TEST COURSE			
> S Personal Information > S Update Email	CitizenCUNY	CCNY TEST COURSE CHILD B (unavailable)			
> @ Expo	Jobs for Students!	CCNY TEST COURSE MASTER 01			
Course Search	Helping students obtain part-time and full-time work, and internships. <u>Read More >></u> CUNY Student Photo Challenge	CONTINUE MATICAL			
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Once in the course, you can follow the guide below to navigate your way around. Take some time to explore the course and the functions of Blackboard!

Navigating Blackboard

Once you click the link for one of your classes, you will be in the course and able to view the materials posted by your professor in the side bar of Content areas.



View your Grades

My Grades is a tool that can be accessed by clicking on the Tools link. Here (if the professor makes grades available for viewing) you will find scores for assignments, quizzes, papers, and other graded work.

<u>Email</u>

The email tool can also be found under the Tools link and allows for you to send emails to other students and instructors in your course.

Discussion Board

This feature is set up for classmates to post their discussion board work and respond to other students and the professor. When you are in the discussion board area, you will see different topics (forums) that are set up. Your professor will provide instructions on which discussion assignments you need to complete .

When you click on the forum you will see the posts of your professor and classmates (called threads).

When you click on a forum topic title you will see all threads posted. If you look at the unread posts column, you will see how many posts have not been read in the particular thread. The total posts column will show you the number of posts, including the unread ones.

III. BB 9.1 Basics (Continued)

If you want to add a new thread, click the **Create Thread** link and add a subject and a message in the box that will open. You may also add attachments to the thread. If you are not done and want to submit the post later, you may click on the Save Draft, rather than Submit button. If you want to add a new thread, click the Create Thread link and add a subject and a message in the box that will open. You may also add attachments to the thread. If you are not done and want to submit the post later, you may click on the Save Draft, rather than Submit button.

If you are not done and want to submit the post later, you may click on the Save Draft, rather than Submit button.

When you are ready to continue with a saved draft that you did not submit, you may click on the topic page and then click Display-a drop down menu will appear. Choose Drafts only to view the post you had saved.

In the thread detail page, click the title of the post, then click Edit. Once you make the changes you need to click Submit.

The Collect function allows for you to see multiple threads. Add a check to the checkboxes of the threads you want to see and then select Collect.

Assignment uploads

Many professors ask students to submit paper projects through Blackboard using the "Assignment" function. The benefit of this tool is that papers will not be lost and you have a record of submission.

Your professor may set up a "SafeAssignment". Do be aware that a SafeAssignment is a plagiarism detection device. Your paper will be scanned for similarity with other published sources and websites.

Whether you are submitting a Safe or regular assignment, the steps are the same. Click on the link of the assignment and a new page will open that gives you information about the assignment. When you are ready, click Browse to find your file and then click Attach file. You do not have to add a file name.

You will also see a comment box and if you would like to you can also add a comment for the professor to read just type and click Submit.

If you are not ready to turn it in, you can click Save as Draft instead of Submit.

Important: To double check that your assignment has gone through, you can go back to the course home page and then go back to the link. Click on the link again and it will indicate if an assignment has been submitted. Alternatively, you can go to the My Grades. In the grading area for that assignment, you will see a green (!) mark. Click on this green mark and you will be able to view the assignment. If you believe that something went "wrong", please contact your instructor by email and send a copy of the assignment as an attachment to that email, explaining the issue.

IV. Troubleshooting Basics

Remember that computers are not infallible. Please make sure to always have a copy of your work available in case Blackboard is ever down or there are malfunctions with the server.

If you log into Blackboard and do not see your courses, contact or stop by the Help Desk, NAC 1/301, at 212-650-7878. Some possibilities are that you were dropped from a course for billing issues, your professor has not made it **Available** to students yet or a professor merged a course with multiple sections and you have been un-enrolled.

If you are not receiving emails from your professor please refer to the **CCNY Emails and Blackboard** section of the manual and see Update email.

If you are ever taking a quiz or exam and are booted out, please make sure to look at the time and write your professor immediately to let them know you were not done but were booted out. Also remember to save after every response just as a backup. If the exam freezes copy your answers down if possible and contact the professor.

If you are unable to upload a file, check the file size and check that you are using the format asked for by the professor.

For many issues, clearing your browser cache or updating your browser should work.

Making sure that the browser you have access to on your computer is the right fit is a key to success. Most browsers are free downloads which you may access online by typing their name in the search bar and downloading.

Blackboard and other CUNY sites running with Mozilla Firefox seem to have the least amount of glitches.

Browsers Supported for 9.1 SP 8

Microsoft Windows Operating System

	Internet Explorer 9	Internet Explorer 8	Firefox (Final Release Channel)*	Firefox 3.6	Chrome (Stable Channel)**
Windows XP (32- bit)	Unsupported	Compatible	Compatible	Compatible	Compatible
Windows Vista (32-bit)	Certified	Compatible	Certified	Compatible	Compatible
Windows Vista (64-bit)	Compatible	Compatible	Compatible	Compatible	Compatible
Windows 7 (32- bit)	Certified	Compatible	Certified	Compatible	Certified
Windows 7 (64- bit)	Compatible	Compatible	Compatible	Compatible	Compatible

Apple Mac OS Operating System

	Safari 5.1	Safari 5.0	Safari 4.0	Firefox ¹ (Final Release Channel)	Firefox 3.6	Chrome (Stable Channel)
Mac OSX 10.5 "Leopard"	Unsupported	Compatible	Compatible	Compatible	Compatible	Compatible
Mac OSX 10.6 "Snow Leopard"	Certified	Certified	Compatible	Certified	Compatible	Certified
Mac OSX 10.7 "Lion"	Certified	Unsupported	Unsupported	Certified	Unsupported	Certified

¹ Firefox 8 and Mac OS are not compatible with the drag and drop functions on Blackboard Learn.

*The Firefox Release Channel is the fully tested version by Mozilla and intended to be the most stable. This channel is updated roughly every 6 weeks. For further detail on Firefox, please review the material available at http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/.

**The Chrome Stable Channel is the fully tested version by Google and intended to be the most stable as the name implies. This channel is updated roughly every 2-3 weeks for minor releases and 6 weeks for major releases. For further detail on Chrome, please review the material available at www.chromium.org.

Types of Files accepted by Blackboard (if your professor uploads one of these files, you must make sure you have the required plug-in or program to open or play the file.)

Text: .doc, .docx, .pdf, .rtf, .txt

Images: .gif, .jpeg, .mpeg, .png, .tif, or .tiff

Video and Multimedia: .mov (QuickTime Movie), .ram (Real Audio Movie) .swf (Flash Shockwave)

IV. Troubleshooting Basics (Continued)

Other file types: .html or .htm, .ppt, .pps, .ppx slide shows (Microsoft Power-Point) .xls (Microsoft Excel)

BB Basics/Links and Resources

More information on the use of Blackboard is available. CCNY has a whole channel on YouTube dedicated to assisting you with issues that arise with the CUNY portal, eSIMS, and Blackboard. There are also other links available to assist and instruct you at your own convenience.

http://www.youtube.com/info4ccny

http://www.cuny.edu/about/administration/offices/CIS/functions/bb/helpsupport. html

If you are having problems logging in to the CUNY portal then please check the information at the following link on supporting browsers for BB 9.1.

http://www.cuny.edu/about/administration/offices/CIS/functions/bb/helpsupport/ difficultyloggingin.html

If you need to speak with someone you may always reach the Help Desk at 212-650-7878 or through helpdesk@ccny.cuny.edu

Blackboard support emails may be sent to bbsupport@ccny.cuny.edu

Online and hybrid courses offer great flexibility and are a wonderful way to learn. In a recent survey of online and hybrid students at CWE the majority of students reported improved time management skills, improved writing skills and more comprehensive reading and understanding of the material. Accordingly, online and hybrid courses may be a great way for you to learn.

Before enrolling in an online/hybrid course, it is important that you speak with your advisor and assess your own readiness, time management and technology skills. You may wish to take the "Online/Hybrid Student Readiness Assessment", which is located in the Appendix of this manual, before you discuss your interests with your advisor (be sure to bring your results to your advisement appointment).

Students who take online and hybrid courses must be prepared to work independently and must have regular access to a computer and the internet. Below are the minimum requirements that students should have in place prior to taking an online or hybrid class. Please note that instructors may have additional requirements.

- 1. All students must have Microsoft Word 2007 or higher
- 2. All students must have regular access to a working computer throughout the duration of the class. Regular access means that you can use a computer 6 out of 7 days per week and have access for a minimum of 15 hours per week.
- 3. All students must understand the late policy for the online or hybrid courses course
- 4. All students must log in a minimum of 3 times per week in an online course (1 time per week for hybrid courses)
- 5. Students who do not log on for more than 2 weeks may be dropped from the course
- 6. Students must read all instructor announcements thoroughly and make note of changes to the assignments/due dates
- 7. Book loss or computer failure are not acceptable reasons for not turning in assignments (system wide Blackboard issues excluded).

VI. Online & Hybrid Courses

Every semester, CWE offers courses in an online and/or hybrid format. Some students enjoy taking courses online or in a partially online form as it allows them greater flexibility in the evenings (as there are fewer or no classes to attend) and greater opportunities for self-paced work.

Online courses are defined as classes that have 100% of the coursework in the BB platform and are held asynchronously. This means that you can log into the course and complete your work 24/7. However, your professor will still set deadlines for weekly assignments and projects. Work must be submitted according to your professor's deadlines and policies.

A hybrid course is a course that has part of the content online and part done in a face to face manner. The official definition of a hybrid at CCNY is that at least 20% of the coursework is done online and as much as 80% of the work can be done online. Thus, there is high variability in the number of times that a hybrid class might meet face to face. Please be sure to check the course description to better understand the distribution between online and face to face classes, for the course that interests you.

Before the Term Starts

It is important to have your required books before the term begins, so do check in with CWE for the current book list.

In the online classroom we do not have the benefit of facial expressions or tone to help interpret what a student (or faculty member) "means". Therefore, it is very important that emails and posts are read with a critical eye and for "tone".

Your professor will have a "netiquette" policy for his /her course. Please be aware of this policy. Some faculty choose to post an announcement, create a separate navigation button, or post a discussion thread with the policy (and then require students to respond to that thread indicating that they have read and agree to the policy).

The following guidelines will help you comfortably communicate with others and get the most out of your online experience. Please note that your instructor may have additional requirements or guidelines.

- Participate: The discussion board simulates the classroom discussion. It is an opportunity to explore the concepts and further learning. Full participation makes the discussion forums successful, as the comments in the forum will bring the classroom material to life.
- Post Full Responses: Posts must be substantial. An "I agree" or "I disagree" does not contribute to learning. Even when disagreeing with others, posts should maintain a polite and collegial tone. The classroom is not a chat room-write in complete sentences and avoid "texting" type writing
- 3. Be Respectful: The following are not permitted in the online classroom:
 - Disrespect. Impolite and impertinent behavior such as putting down or cursing your instructor or any student in an online classroom
 - Offensiveness. Inappropriate language and materials such as graphic terminology, sexual discussions, and swearing are inexcusable and constitutes unacceptable behavior
 - Discrimination. Derogatory statements about race, color, national or ethnic origin, religion, sex, age, disability, sexual orientation, and veterans.
 - If you notice an inappropriate post, please notify your instructor immediately. Do not respond to the post.

VIII. Course Concerns

As with any class, sometimes students have concerns about the course. If you have a concern about your course, the first step is to bring the matter to your instructor. Keep in mind that in an online or hybrid course you may not see your instructor on a regular basis. However, your instructor is available to you. Many online/hybrid professors offer the opportunity to meet on skype or google chat, in addition to phone and regular face to face appointments on campus. It is often best to email the instructor to set a time to talk.

Some examples of concerns are: if you feel that you need more feedback on an assignment, have a question on a grade or have a concern about an interaction in the course. If after this step has been completed, you feel that your concern has not been addressed, you should contact the Department Chairperson for assistance. S/he can direct you on the best course of action and offer advice.

IX. Contacts and Help

CWE offers one-to one help on Blackboard and related technology issues. Please contact the Front Desk at 212-925-6625 x 0 to schedule an individual help session with CWE 's technologist. Group workshops are also available throughout the academic year.

You can also take advantage of the uptown IT Help Desk support at the Tech Center @ 212-650-7878. Walk in hours are available uptown from 7am-12am, Mon.-Fri., 9am-6pm Saturdays and 12pm-6pm on Sundays.

X. Accommodations in Blackboard

Blackboard has some features to assist students with accommodations. These mostly involve the visual settings for the content. If you need to increase the font size for viewing in Blackboard, you must increase the font size in your Internet browser. In Firefox you would go under View and then select Zoom and then Zoom In. In Internet Explorer you would need to go under the View tab and select Text Size.

If you are registered with the office of accommodations, please discuss any needs that you may have with the office and with your instructor in advance of the course. Be sure to submit your accommodations letter to your instructor in advance of the course start date.

XI. Online/Hybrid Readiness Quiz for Students

Take this brief quiz to assess yourself or online/hybrid readiness. Feel free to share these results with your academic advisor prior to registering for online or hybrid courses.

- I feel comfortable using technology

 a. strongly agree
 b. agree
 - c. neutral
 - **d.** disagree
 - e. strongly disagree
- 2. I have accessed Blackboard in other college courses
 - **a.** strongly agree
 - **b.** agree
 - **c.** neutral
 - d. disagree
 - e. strongly disagree
- 3. I have access to my own computer/lap top on a regular basis
 - **a.** strongly agree
 - **b.** agree

d. disagree **e.** strongly disagree

c. neutral

- 4. I have access to high speed internet on a regular basis
 - **a.** strongly agree
 - **b.** agree
 - c. neutral
 - d. disagree
 - e. strongly disagree
- 5. I have strong time management skills and can plan out my tasks for the week
 - **a.** strongly agree
 - **b.** agree
 - c. neutral
 - **d.** disagree
 - e. strongly disagree

XI. Online/Hybrid Readiness Quiz for Students (Con't)



6.	I am comfortable asking		
	professors or fellow students for		
	help if I am confused		

a. strongly agree

b. agree

c. neutral

d. disagree

e. strongly disagree

7.	I feel confident about my
	comprehension and writing
	skills

a. strongly agree

b. agree

c. neutral

d. disagree

e. strongly disagree 10. I would benefit from more flexibility with my course schedule a. strongly agree b. agree c. neutral d. disagree e. strongly disagree

9. I need the social atmosphere of the face to face classroom to feel

as though I am learning:

a. strongly agree

b. agree

c. neutral

d. disagree

8. I can work independently

a. strongly agree

e. strongly disagree

b. agree

c. neutral

d. disagree

e. strongly disagree

XI. Notes

