Faculty Orientation to Blackboard at BMCC

General Information

A CUNY Resource Website has been created that provides the most up-to-date information about Blackboard at CUNY. This website is located at http://www.cuny.edu/blackboard and is also available after you log into Blackboard as a tab labeled “Blackboard 9.1.”

Access

All CUNY schools run on one installation of Blackboard, which is managed by the Blackboard company. Therefore, all CUNY instructors and students have only one log-in account, within which they will see all of their CUNY Blackboard courses and organizations. Log-in is through the CUNY Portal, and the guides for creating an account and logging in can be found in a separate handout.

Users can log into Blackboard from anywhere they have internet access. For students, BMCC provides open labs on the main campus, in the Murray Street building, and at the satellite campuses. See http://www.bmcc.cuny.edu/it/ for updated information on open lab schedules.

Blackboard works on most browsers. Firefox seems to have the greatest compatibility across operating systems, followed by Internet Explorer.

Although Blackboard is run centrally, all support and other questions must be addressed to the local campuses. The E-Learning Center (S-501A) is your local point of support.

Courses and Rosters

Data about courses, instructors, and students are fed automatically into Blackboard from our registration database (CUNYVM). The data are uploaded at least once a day. Therefore, any changes made in CUNYVM may take up to 24 hours before they are reflected in Blackboard.

Courses: About two months before the start of a semester, course lists start to be fed into Blackboard. This means that you will see your courses for the following semester about two months before it begins.

Courses remain on the Blackboard server for one year. For example, a Fall 2012 course will remain until the END of Fall 2013, after which it will be removed from the server. Instructors must make their own archive copies of a course before it is removed. Instructions for creating archives and exports for courses are available at http://bit.ly/BBarchive.

Instructors: If your name is listed as the instructor for a course in CUNYVM, then you will see that course in your Blackboard list. If your name is not listed as the instructor for the course in CUNYVM, then you will not see that course on your Blackboard list, even though the course exists. Therefore, you should always ensure that the CUNYVM reflects correct instructor assignments.

Students: Students who are registered for a course in CUNYVM will appear on the roster for that course in Blackboard. Sometimes students may appear on the roster but be marked “unavailable”
for that course. This means that the student has dropped out voluntary or involuntarily. They are marked "unavailable" rather than removed, because removal of a student means irrevocable removal of their Blackboard course work.

**Availability:** By default, all new courses are unavailable to students. This means the course will not appear on the students' Blackboard list. It is up to the instructor to make the course available when he/she is ready for students to view it. Likewise, at the end of the semester the instructor should make the course unavailable once all coursework is completed and grades checked.

**Support**

The E-Learning student support staff are available for Blackboard support in S-501A. Students can come to the office for assistance, call 1-212-220-8126 or email support@bmcc.cuny.edu.

Donna Dickinson and Ruru Rusmin are available for support and training for faculty in S-501A, and the updated schedule and registration for workshops is always available at [http://socrates.bmcc.cuny.edu/workshop/](http://socrates.bmcc.cuny.edu/workshop/). Faculty can come to the office, call Ext. 7312 or Ext. 5102, or email efacultysupport@bmcc.cuny.edu.

**Troubleshooting**

Please see the FAQs below and those available on the Blackboard Home Page after you log in.

**I forgot my password, how can I reset it?**
Click the Account and Password Reset link on the CUNY Portal log-in page, and choose to reset your password. You will need to re-validate by providing some confidential information.

**I don't see my course listed in Blackboard.**
Check on the CUNYVM that your name is listed as the instructor for the course. If not, please have the registrar update the CUNYVM. Changes may take up to 24 hours to be reflected in Blackboard.

**My students don't see the course in Blackboard.**
Make sure that you have made the course available. Go to the Control Panel, Customization, Properties and under section 3, Set Availability, choose Yes.

**The email listed for me in Blackboard is blank or incorrect.**
You can change your email to any CUNY email address. On the left hand side of the Blackboard home page, choose Update Email.

Students have access to the same tool to check/update their email address for Blackboard.