Blackboard Instructor User Guide

JOHN JAY ONLINE BLACKBOARD SUPPORT CENTER

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WELCOME TO JOHN JAY COLLEGE

Welcome to John Jay College and the start of what we look forward to be another successful academic year!

John Jay College is committed to excellence in its programs and, along with the JJC Center for Teaching and Learning, offers resources and support to guide faculty who are interested in online and blended pedagogy. Online courses and programs provide a great opportunity for students to enhance and extend learning for face-to-face, web-enhanced, and hybrid courses in a myriad of ways.

Teaching courses at John Jay -- whether they are taught face-to-face, hybrid, or online -- integrate the use of our course management system, Blackboard. Through the John Jay Online Blackboard Support Center, faculty, staff, and students are provided with Blackboard support in workshops, individual consultations, and troubleshooting services.

John Jay Online, the division of the college whose mission is to extend the reach of John Jay College worldwide, offers online programs including MA in Criminal Justice, MPA In Public Policy and Administration, MPA in Inspection and Oversight, MS in Security Management, Advanced Certificate in Terrorism Studies, to name a few. John Jay Online programs reflect the academic quality of our on-campus programs for our online students globally. Faculty who develop and teach courses for John Jay Online programs work closely with the John Jay Online Instructional Design team.

The Blackboard Support Team and the Online Faculty Training Specialist are available to answer your questions about the course management system.

We look forward to working with you and wish you continued success.

Sincerely,
Dr. Judith Cahn
Director, John Jay Online

GETTING STARTED / ACCOUNT LOG IN INFORMATION

All computer systems at CUNY rely on data in CUNYfirst, the university-wide comprehensive information management system. The data you provide to Human Resources is entered into CUNYfirst and becomes the basis of your accounts in other systems administered on campus and by CUNY Central Information Services (CUNY CIS), such as the CUNY Login and Blackboard. This section of the Welcome Kit will walk you through the data sharing process that underlies your accounts on these systems. Understanding the data sharing process can be important in troubleshooting account-related issues that arise for new faculty hires. The departments below appear in sequential order as steps representing the process from hiring to access to the course in Blackboard. Each step must happen before an instructor has access to the course in Blackboard.

The Department of Human Resources
- Responsible for the initial data collection and entry of personal information into CUNYfirst
- No data yet shared with off-campus data systems

Finance and Business Office
- Enters additional information into your personnel records in CUNYfirst, which releases your personal data for sharing into other CUNY systems
- Data sharing with CUNY CIS is automated and begins when your record is complete
- In most cases, CUNY CIS systems are accessible 24-48 hours after your CUNYfirst record is complete

Academic Affairs
- Enters faculty into the CUNYfirst Instructor Table
- Adds your approved courses to your CUNYfirst record

Office of the Registrar
- Assigns instructors to specific courses in CUNYfirst
- Maintains course information used for the creation and enrollment of faculty and students into Blackboard course shells
- After being assigned a course in CUNYfirst, it should be accessible in Blackboard 24 – 48 hours later

John Jay Online Blackboard Support Center
- Troubleshoots account-related issues for Blackboard
- Provides assistance with Blackboard, through workshops, one-on-one consultations, and in-class visits
- Please see the Support Options section in this document for contact information

Claim CUNYfirst / CUNY Login Account

- URL: https://home.cunyfirst.cuny.edu
- Click on **New User** link on the bottom of the page to claim your CUNYFirst account
  All users are assigned an 8 digit unique identifier known as the EMPL ID
- Username and password: User must use the CUNY Login account credentials.
  Username is predetermined and displayed at account activation, user sets
  password at first log in. Username is typically firstname.lastnameXX (last two
  digits of user's EMPL ID number)
- Services: Personnel data, course information and assignments, official grade
  reporting, student course registration, procurement and business functions, CUNY
  Alert signups
- CUNYfirst account support is provided by the Department of Information
  Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu

BLACKBOARD Access

- URL: http://www.cuny.edu
- Click on **Login** in link in upper right > Click on **Blackboard link** from dropdown menu
  Username and password: Access is through the CUNY Login account credentials used for access to
  CUNYfirst. See above for information
- CUNYfirst and CUNYLogin account support is provided by the Department of Information
  Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
- Blackboard Support is provided by the Blackboard Support Center: 212.484.1197 or
 blackboard@jjay.cuny.edu (faculty) and blackboardstudent@jjay.cuny.edu (students)

HOW DO I RESET MY CUNY LOGIN PASSWORD?

1. In your web browser, go to www.cuny.edu
2. Click on the **Login** button in the upper right corner and select **CUNYfirst** from the drop down
   menu
3. On the **CUNYfirst Log-In page**, click on the **Forgot Password link.** On the Validation Page, enter
   your CUNY Login or EMPL ID as requested. Click the Continue button

NOTE: You may reset your password at any time. Never save your passwords or use the auto- fill feature
in browsers. This is a security risk and could cause issues when resetting your password in the future.

JOHN JAY NETWORK AND EMAIL ACCOUNTS

- URL: http://www.jjay.cuny.edu/department-information-technology-doit
- Username and password: Username is predetermined. In most cases, it's first initial, full last name, with the default password jjXXXX, where the numbers are the last four digits of your social security number. An example of a faculty or staff username would be jdoe. If that username is already taken, you may have additional letters of your first name inserted into your username, such as jadoe
- Email addresses are your username, followed by the school email domain. For example, jdoe@jjay.cuny.edu.
- Self-service password resets are available for John Jay accounts at http://reset.jjay.cuny.edu/
- Services: Email accounts, access and support for CUNYfirst and CUNY Login account, computer hardware and software technical support for college issued computers and laptops, network and wireless connectivity issues, Classroom/Lab Technology Support Services
- Department of Information Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
- To access your John Jay email account go to: www.jjay.cuny.edu and click on Email link at the top of the home page
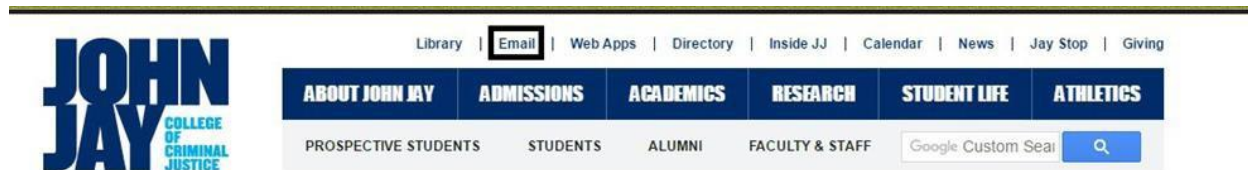
BLACKBOARD TRAINING AND SUPPORT

JOHN JAY ONLINE BLACKBOARD SUPPORT CENTER

Below is information on whom to contact and resources to assist you when developing your course in Blackboard. If you do not see your course in Blackboard, please have your Department contact the Registrar's Office to make sure you are the assigned to it in CUNYfirst as the instructor of record.

Blackboard support at John Jay is provided by the John Jay Online Blackboard Support Center. The Support Center assists faculty, staff, and students with Blackboard troubleshooting, one-on-one training consultations, and by providing Blackboard tutorials through our website. In addition, the Support Center provides assistance with related technologies, such as Turnitin. The Support Center is available Monday through Friday, 9 am to 5 pm during the Fall and Spring semesters.

Blackboard Faculty Support is located in BMW Building, Rm. 610
Blackboard Student Support is located in New Building, Rm. 7.65.36
Blackboard Administration is located in New Building, Rm. 7.65.33

Helen Keier, Associate Director for Learning Management Systems, John Jay Online – NB Rm. 7.65.33
Brian Tomlinson, Faculty Training and Support Specialist, John Jay Online – BMW Rm. 610
Caroline Peppers, Blackboard Support Coordinator for Students, John Jay Online – NB Rm. 7.65.36

- Faculty may send inquiries about Blackboard to: blackboard@jjay.cuny.edu
- Students may send inquires to blackboardstudent@jjay.cuny.edu
- For Blackboard related questions please call 212-484-1197

The Blackboard Support Center Staff regularly communicates with faculty through a dedicated announcements-only listserv. Announcements are limited to maintenance notices, workshop schedules, and issues of specific interest to faculty. Faculty who use Blackboard will be subscribed a few weeks into the Fall and Spring semesters, but instructors can self-subscribe by sending an email containing "SUBSCRIBE BLACKBOARD-LIST" in the body of the message to LISTSERV@LISTSERVER.JJAY.CUNY.EDU. You may also leave the list at any time by sending an email containing "SIGNOFF BLACKBOARD-LIST" to the same address.

Toward the end of this document you will find our *Introduction to Blackboard* handout and our *Course Readiness Checklist*, to help you get started teaching in Blackboard. Additional web resources are provided through the following websites.
- CUNY-wide: CUNY Blackboard Resources -URL: http://www.cuny.edu/blackboard. The CUNY Blackboard Resources site can also be found by clicking on the "Blackboard Resources" link at the top of the Blackboard site once you have signed in.
- Blackboard Help: URL: https://help.blackboard.com/Learn/Instructor

Instructional design assistance is provided for the completely online degree and certificate programs offered at John Jay College. If you teach in a completely online program sponsored by John Jay Online, for more information please contact johnjayonline@jjay.cuny.edu.

In addition to these resources, we have two online resources for helping students become successful with Blackboard and as online learners that you may wish to share with your students. Many students enroll in hybrid and online courses are unaware of how being an online student is different from taking a face-to-face class and are unprepared for those courses as a result.

- The **John Jay Online Student Orientation for Online Study** organization is open to all John Jay students and can be accessed via Blackboard. Students can self-enroll into the organization by using the Organization search tool within Blackboard, located on the Home tab.

- **Are You Ready for Online Learning at John Jay College?** is an interactive online course in which students complete a number of exercises that tests their knowledge of Blackboard and online learning. When a student completes Are You Ready… they can print out a certificate to share with their instructors. Students can self-enroll into the course by using the Course search tool within Blackboard. The steps for enrolling in the course are the same as enrolling in an Organization, except that the site is located using the Course Search module on the Blackboard Home tab. *Please be careful that students are directed to select the John Jay College version of Are You Ready… from the search results, as other CUNY campuses also offer Are You Ready… to their students. Also, this method of searching for courses should not be used for classes taken for academic credit. If courses are missing in Blackboard, all users should contact Blackboard Support immediately.*

PROFESSIONAL DEVELOPMENT AND PEDAGOGICAL SUPPORT

The online learning environment is an ever evolving medium, and staying on top of new teaching techniques and strategies can be a challenge. In addition to the Blackboard Support Center's one-on-one consultations with faculty and staff, there are other campus and CUNY resources to help you master the technologies that contribute to dynamic, engaging, and enriching instruction. Blackboard workshops may also be arranged for academic departments.

TEACHING AND LEARNING CENTER

The John Jay College Teaching and Learning Center provides a variety of opportunities for faculty and staff to develop teaching and learning capacities in themselves and their students. Face-to-face events include yearlong seminars, individual workshops and workshop series, guided conversations with peers and students, and mentoring. Online resources include the Teaching and Learning Center website (http://www.jjay.cuny.edu/teaching-and-learning-center-tlc), a Teaching Resources page, a Teaching Resources for Difficult Times page, a Learning in Difficult Times website (https://jjaypostelectionresources.commons.gc.cuny.edu/), and our Faculty Development Day website (https://fdd2017.commons.gc.cuny.edu/).

Yearlong faculty development seminars, Program Improvement Grants, and faculty fellowships provide funding for faculty participants; other events are free to attend. Visit our Events and Opportunities page for information.

Contact the TLC: tlc@jjay.cuny.edu and 646-557-4661

CUNY PREPARATION FOR TEACHING ONLINE WORKSHOP

The CUNY School of Professional Studies (SPS) offers a two-week, asynchronous, facilitated online workshop designed to prepare CUNY faculty for teaching online and/or hybrid classes. Topics include course design issues, pedagogical approaches to teaching online and hybrid courses, and organization and management of an online class. More information and sign up links can be found at the program website, http://cunyonline.commons.gc.cuny.edu/.

This document will provide a brief introduction to common Blackboard tasks. If you have any questions regarding specific topics, we encourage you to attend the workshops provided by the John Jay Online Blackboard Support Center. For more general Blackboard information, visit www.cuny.edu/blackboard.

Please note that Mozilla Firefox is the recommended web browser for Blackboard for both Windows and Apple computers. Firefox may be downloaded from https://www.mozilla.org/en-US/firefox/new/.

ACCESSING BLACKBOARD AND FINDING YOUR COURSE
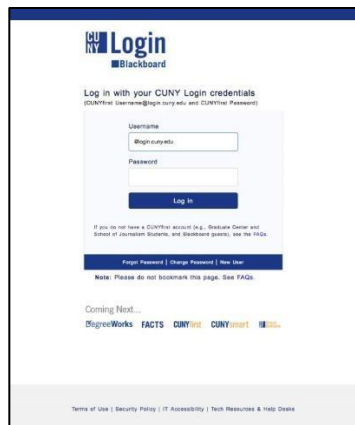
Blackboard is hosted through the CUNY Portal, and requires a CUNY Login account for access. For assistance on using your CUNY Login credentials, please see the Account Log-in section of this document.

In your web browser, navigate to **www.cuny.edu**
1. Click **LOG-IN** at the far right of the navigation bar, and then the link for the **Blackboard**
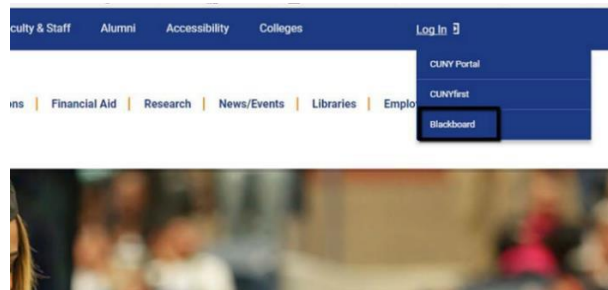
2.   Enter your CUNYfirst username followed by **@login.cuny.edu** and password

NOTE: Oracle Access Manager Error When Accessing Login Screen
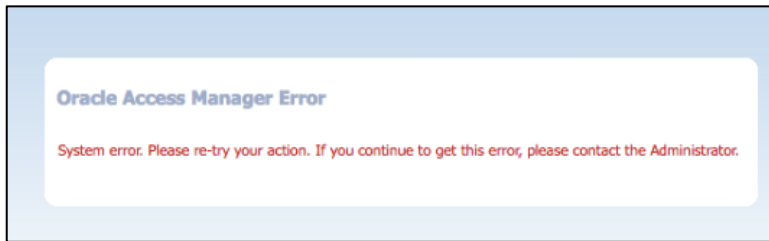
If you are receiving this error message when trying to access CUNYfirst or Blackboard you need to clear your browsing history, cookies and cache in your browser. Once the browsing history is cleared, shut down your browser completely, reopen the browser and sign on as directed above. This issue happens more often in Google Chrome and Safari. We recommend that you use **Mozilla Firefox** as your browser when accessing Blackboard as it not only works the best with the platform but this browser can be set to clear history on exit. It is a good practice to clear your browsing history regularly to avoid this issue.

3. Blackboard page will open with the **Home** tab active. Courses you are teaching are displayed in the **My Courses** module
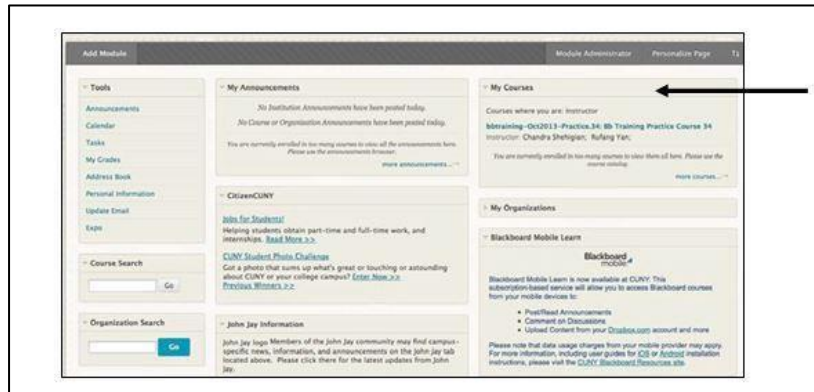
*Note: If you are teaching a class and it is not listed in the **My Courses** module, please verify that you are listed as instructor of record for the course in CUNYfirst. If the course does not appear in your CUNYfirst listings, please have your department contact the Registrar's Office to have the CUNYfirst listing updated before contacting Blackboard Support*

EDIT MODE

Turn the Edit Mode ON to add or edit course content or to modify the layout of the course menu.

Note*: In order for you to follow these short tutorials you must have **Edit Mode enabled***

MAKING YOUR COURSE AVAILABLE

All course sites are created as *unavailable* by default. Until a course is made available by the instructor, it cannot be accessed by students. Unavailable courses will be listed in the My Courses module with *(not currently available)* next to the course name.

To make a course available:

1. Click on the **Red Lock Icon** in the upper right corner of your course
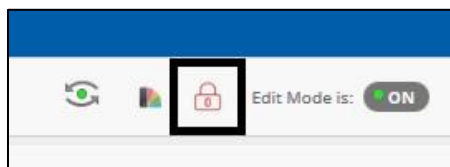
2. Once the icon is clicked it will show as an open lock and that means that your course is available to students

ADDING A CONTENT AREA

Content areas in the course are places within a course where you can upload course content. They are displayed in the course menu on the left of the course page. You may want to add other content areas that you think will be helpful to the teaching process. Your course menu should be clearly labeled and make it easy for students to navigate the materials.

To add a Content Area to a course:

1. From the Course menu, hover your mouse over the **Add Menu Item** button and in the list that appears, click on **Content Area** item
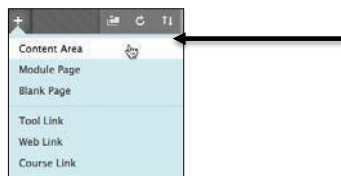
Note: **Can't see Course Menu within the course?**

If you do not see the Course Menu on the left hand side of the screen once you are within a course mouse over the left hand side of the screen. Click on the grey arrow that appears to minimize the screen. This will happen on smaller screened devices such as tablets.

2. Type in a name for the Content Area
3. Set the **availability** by checking the box below, and click **Submit**

Add Content Area
Name:
Available to Users
Cancel   Submit

To change the Content Area display order or delete Content Areas
1. Turn the **Edit Mode ON**
2. To change the order of items, click on *handle* **button** (the *vertical double-headed arrow)* and drag it up or down to where you want this area to be

Information
Assignments
Quizzes

3. To delete a content area, **click** on the double-chevron on the right of the area and select **Delete** on the list. Confirm by clicking **OK**

Rename Link
Hide Link
Delete
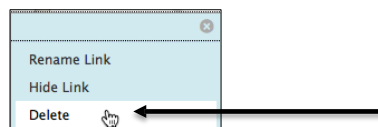
Note: A small dotted rectangle next to the name of the content area/course menu shows that the Content Area is empty. Empty Content Areas are not displayed to students.

CREATING A FOLDER

Folders are useful for organizing and structuring content within a Content Area. For example, instructors may add folders for each week of the course to a Content Area, or organize the Content Area by topic. Once a folder is created, content and additional subfolders may be added to it.

To create a folder:
1. Click on the **Content Area** in which you wish to add the folder

Quizzes
Discussions
Content
Groups
Tools
Help

2. Press the **Build Content** *Action Link* button ⌄ and from the drop down list, click **Content Folder**
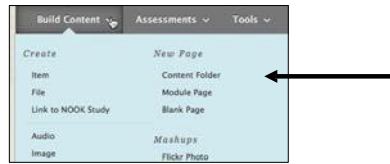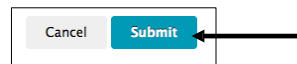

3. Type a **Name** for the folder and enter text in the textbox
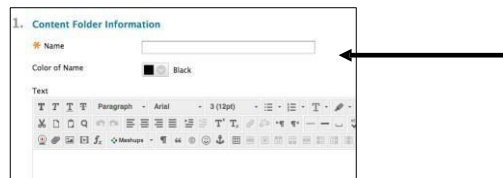
4. Set any date and time availability if necessary
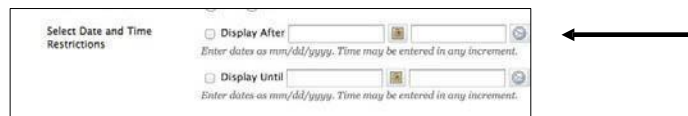
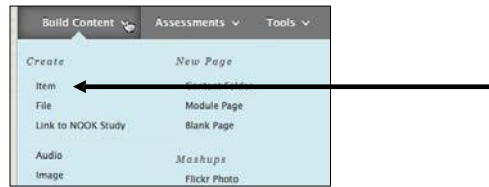5. Then click **Submit**

ADDING SYLLABI AND OTHER FILES

Uploading a syllabus and other files to your course is the one of the most basic content creation functions. Blackboard can accept most common file types such as Word documents, Adobe PDFs, PowerPoint presentations, Excel Spreadsheets, and images.

To upload a file:
1. Turn the **Edit Mode ON**
2. Click on the **Content Area** you wish to add the file

3. Hover your mouse over the **Build Content** *Action Link* button ⌄ and under **Create** column click the **Item** link

4. Complete the **Content Information** fields. In the text box, you can enter a description of the file or instructions for your students.
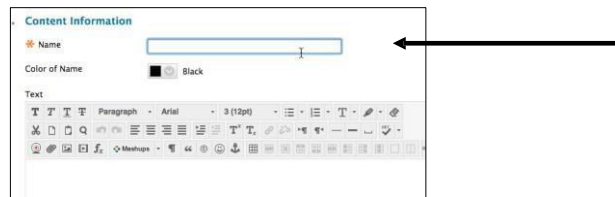
5. In the **Attachments** section, click *Browse My Computer* to locate the file you want to upload


6. Click **Submit**

ADDING ANNOUNCEMENTS

Announcements are a very useful tool in communicating with your students. Announcements appear not only in the Announcement page inside the course, but also in the Blackboard Home tab.

To add an announcement:
1. Turn the **Edit Mode ON**
2. In the Control Panel, **click** on Course Tools, then **Select Announcements**

3. Press **Create Announcement**
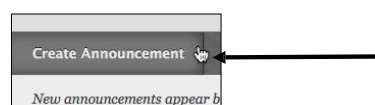
4. Enter the title and the text of the announcement. You can use the tool bar buttons to add
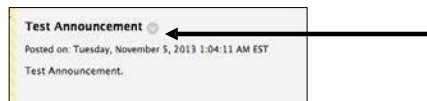
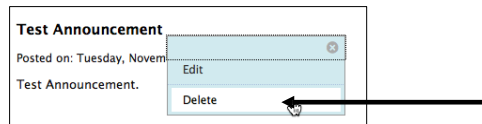attachments, format your text, and perform other functions.
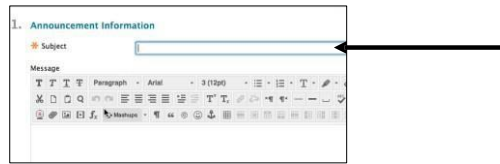
5. *Optional: You can send the announcement as an email to all users in the course by checking the box in the Email Announcement section*
6. **Click** Submit

To delete an announcement:
   1. Hover your mouse over the **Announcement Action Link** button

   2. Click the **Delete option**
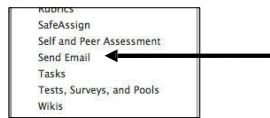

   3. Press **OK**

SENDING EMAIL TO STUDENTS
Instructors can use the Blackboard course site to communicate with students in the course by using the **Send Email** feature.
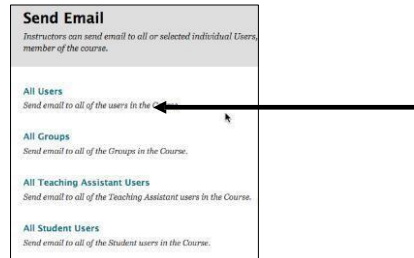
To send email:
   1. Click **Course Tools** under the **Control Panel**

2. Select the **Send Email** link

3. Select the group you want to send the email to by clicking on the respective link. You may send mail to all of your students, the groups within your course, or specific users depending on the option selected

4. Enter the subject and message of your email. You may also attach files in this step

5. Click **Submit**

CREATING ASSIGNMENTS

Instructors can create assignments in Blackboard as a way for students to submit course work. A column is automatically created for each assignment in the Grade Center. For information on creating assignments that are checked using anti-plagiarism tools such as SafeAssign and Turnitin, please contact Blackboard Support.
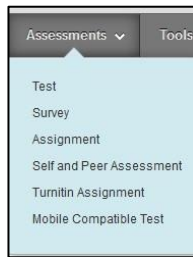
To create an Assignment:
1. Click on the **Content Area** you wish to create the assignment
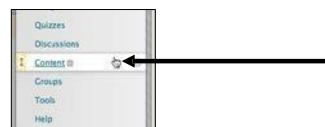
2. Hover your mouse over **Assessment** *Action Link* button

3. Click **Assignment**

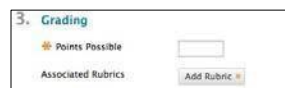4. Enter the name and instructions for the assignment

5. If you want to attach a document for the students to read click on the appropriate **Browse** button
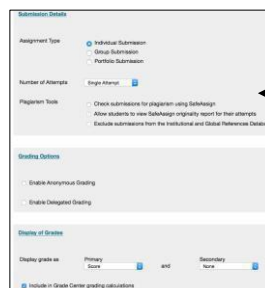

6. Set the due date for the assignment if you want the assignment to appear in the Course Calendar

7. Enter points possible for this assignment

8. Set the options you desire in Submission Details, Grading Options and Display of Grades sections

9. Click **Submit**

ADDING A DISCUSSION FORUM

Discussion Boards are asynchronous threaded conversations within the Blackboard environment. Organized into Forums, the back-and-forth exchanges among faculty and students are further organized into threads. A forum usually poses a question to the class, or is focused on some other topic to keep the conversation going.
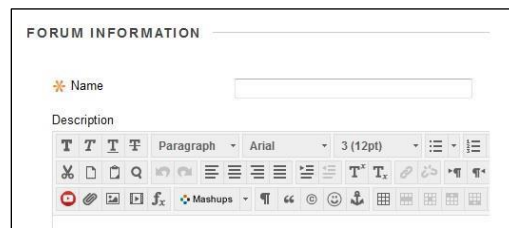
To create a forum, follow these steps:

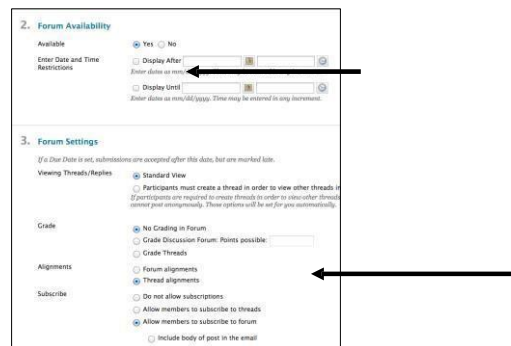1. In the **Course menu** click **Discussions**
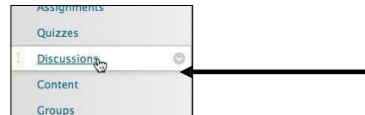
2. Click **Create Forum**

3. Enter the Forum name and instructions. You may also attach files and perform other functions as necessary using the toolbars

4. Select the appropriate options and settings

5. Click **Submit**

Students respond to discussion prompts or forum questions by creating threads. Students click the forum's link and once inside, they click on **Create Thread** to type in their answer.

To read and reply to a thread:
1. Access the forum and click on the thread's name. Click the **Reply** (or **Quote**) button to reply to the thread
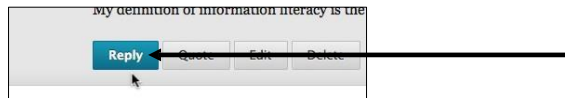
2. Type in the response in the **Message** box or attach files, as necessary. This text editor box functions identically to those in other areas of the course
3. Click **Submit**

NOTE: If you are not seeing the Discussion Board course menu link, please do the following to add it:
Make sure your **Edit Mode button is ON** in the upper right
1. Click on the **plus symbol** on the upper left corner above the course menu

2. Select **Tool Link** from the drop down menu
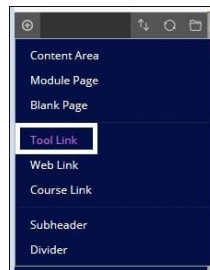
3. In the **Add Tool Link box**, enter the name for your Discussion Board

4. Under Type, select **Discussion Board** from the drop down menu
5. Make sure to select **"Available to Users"** box and **Press Submit**

ATTENDANCE TOOL

The Attendance tool is a feature in Blackboard that allows instructors to keep track of their student's daily attendance. For each class meeting, you can mark whether a student is present, late, absent or excused. A set number of points will be tied to each attendance status. The attendance tool records for each student and appears as a single cumulative column in the Grade Center.
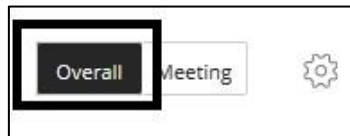
Make the Attendance Tool available in your course:

1. Make sure Edit Mode is ON
2. On the Control Panel, click on **Customization > Tool Availability**
3. On the Tool Availability page, scroll to **Attendance** and check off the box under **Available > Press Submit**

TOOL △	AVAILABLE	VISIBLE TO GUESTS	VISIBLE TO OBSERVERS	AVAILABLE IN CONTENT AREA
Achievements	☑	☐	◌	◌
Achievements	◌	◌	◌	☑
Adaptive Release	☑	◌	◌	◌
ALEKS	◌	◌	◌	☐
Announcements	☑	☑	☑	◌
Assignment	◌	◌	◌	☑
Attendance	☑	◌	◌	◌

To Mark Attendance:

1. Make sure your Edit Mode is ON
2. On the Control Panel, click on **Course Tools > Attendance**
3. To view a student's overall attendance click on the **Overall** button on the right hand side. This will list all meetings and their attendance status

Blackboard Course
Attendance

| | 92.86% Average Attendance | 1 Students with perfect attendance 50% of the class | 1 Students with average or above average attendance 50% of the class | 1 Students with below average attendance 50% of the class | | | | |

Student	Overall	1/7/19	1/8/19	1/9/19	1/10/19	1/11/19	1/14/19	Today
Student Johnj	85.71 / 100	✕ Absent	✓ Present	✓ Present	✓ Present	✓ Present	✓ Present	✓ Present

4. To add a new meeting date, click on the **Overall button >** mouse over any date column and click the **purple plus symbol** that appears

5. To mark a student's attendance for the day, click on the attendance selection box
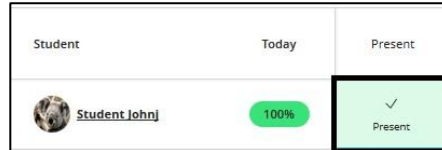
6. To change a student's attendance status, click on the **Overall button** > mouse over the cell of the student and the specific date > select the attendance status from the drop down menu
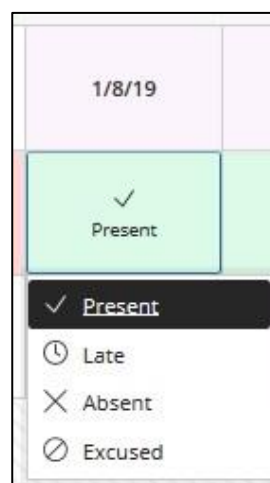
7. To edit a specific meeting, click on the **Overall button** > click on the **specific date** and select the changes from the drop down menu
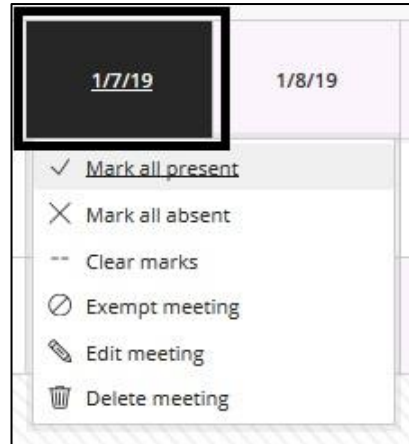
8. To change the value for each attendance selection, click on the **gear icon** in the upper right
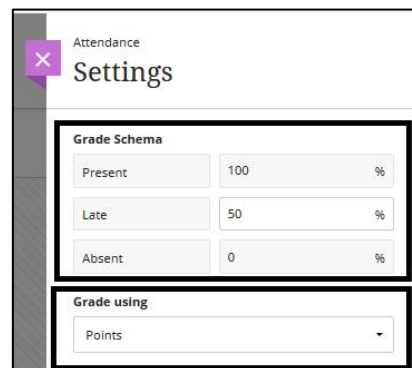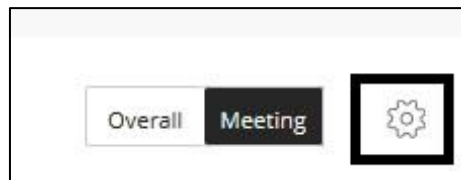
NOTE: This column cannot be renamed in the Grade Center. This column will show in **My Grades** to students unless hidden by the instructor.

For more information about the Attendance Tool please access Blackboard Help site: https://help.blackboard.com/Learn/Instructor/Grade/Attendance#access-attendance_OTP-0

JOHN JAY ONLINE

☎ 1-844-JJAY-ONL

COURSE READINESS CHECKLIST

✓	Course:_____
	Student roster in Blackboard checked against CUNYfirst roster
	Review online course, links, and Assignment due dates
	Faculty Information posted
	Make course available In Blackboard one week prior to the start of the semester/session
	Send a welcome email and/or announcement to let students know the course is open
	Email communication verified with each student through @jjay.cuny.edu email
	Course calendar/schedule reviewed and accurate
	Technical support contact info is available - For Blackboard Support please call 212-484-1197 - For all other Technical Support please contact the Help Desk at 212-237-8200
	For the purpose of building community, it is strongly recommended that you be involved and present online and share a set of very clear expectations for your students and for yourself as to 1. how you will communicate with them and how often, and 2. the recommended amount of time students are expected to work on the course and communicate online each week
	After add/drop date, compare CUNYfirst roster against Blackboard roster and verify
	Submit grades for each session within two weeks of the session's end date (to enter grades, see http://bit.ly/1MfxHEb)

FREQUENTLY ASKED QUESTIONS

How do I access Blackboard?

Blackboard is accessed through the CUNY website and from dedicated links on the John Jay College website. See Account Log-in Links earlier in this document for the URL and user account information. Alternatively, you may access Blackboard via the John Jay website, but the CUNY Portal at www.cuny.edu is a more direct route.

How do I reset my Blackboard password?

All users may reset their CUNY Login passwords directly on the CUNYfirst Log-In page. Please see the Account Log- in Links section of this document for step-by-step instructions.

Why isn't my class listed on the Blackboard Home tab?

For instructors to have access to a course in Blackboard, they must be assigned as the **Instructor of Record** for that course by the Registrar in CUNYfirst. If you are assigned by your department to teach a course and it does not show up on the **My Courses** module, please contact your department to verify that you are listed as the **Instructor of Record** for that course. Please note: It takes **24-48 hours** for information to sync from CUNYfirst into Blackboard and assign you as the instructor within your course.

How do I make my course available for students to view and access?

All courses are created as "**Unavailable**" by default at the beginning of each semester. Until a course has been made available by the instructor, students will not be able to access it. This is done so that instructors have the opportunity to post content to their courses before students access the course sites. Courses that have not yet been made available on the system will have the "**not currently available**" label next to the course title in the **My Courses** module. Please see the Introduction to Blackboard handout earlier in this document for step-by-step instructions on how to make your course available.

Can I customize the Blackboard course menu?

Content areas in the course are places where you can put course materials. You may want to add other content areas to customize and give order to your documents. We recommend editing your course menu as needed so that students can quickly and easily find course items such as announcements, readings, assignments, and discussions. Please see the Introduction to Blackboard handout later in this document for instructions.

Can I create Assignments in Blackboard?

Please see the Introduction to Blackboard handout earlier in this document for step-by-step instructions on how to create Assignments.

Is there an Announcement function in Blackboard?

Instructors can create announcements to send out to all students enrolled in their course to alert students to changes, reminders, and upcoming events. Instructions for creating Announcements are in the Introduction to Blackboard handout later in this document.

How do I send an email to my students?

Instructors can use their Blackboard course to communicate with their students by using the **Send Email** tool. Instructions are provided in the Introduction to Blackboard handout in this document. Please note - Blackboard is **NOT** an email client; there is no sent folder where all your messages will be stored for future reference. A copy of the email will be sent to the sender. This acts as conformation of the sent email.

How can I see my students' email addresses?

We recommend that all instructors check that all your students have their correct John Jay email listed in their courses by entering the course, clicking on the **Control Panel**, **Users and Groups**, and clicking **Users** on the submenu. All your students will be listed with whatever email they currently have in Blackboard. Please note, email addresses are **NOT** automatically updated if a student transfers from a different CUNY school.

How can I update my email address in Blackboard?

To make sure you have your correct email in Blackboard, on the Blackboard Home tab; **before you click into a course**, click on the **Update Email** in the **Tools** module. Enter your John Jay email and press **Submit**. This will update across all courses and is the same process for students who need to update theirschool email. Please note that the process requires the use of a CUNY email address.

How can I find out more information about using Blackboard?

For more information about **Grade Center**, **Test and Quizzes, Discussion Boards** and many other features of Blackboard please access the **Blackboard Resources** (www.cuny.edu/blackboard) website for in-depth instructions and videos to help you develop your course further.

Who do students go to for help with Blackboard?

If any of your students are having technical issues or have questions about Blackboard you can refer them to **Blackboard Student Support** by having them send an email to blackboardstudent@jjay.cuny.edu. Students can also call **212-484-1197** for help with Blackboard; students would **press 2** for assistance.