Frequently Asked Questions

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Getting Started in Blackboard

How do I login to Blackboard?
You can login to Blackboard either by going directly to https://blackboard.jhu.edu and entering your JHED ID and password, or logging on to https://my.jh.edu and finding Blackboard under the 'Education' tab on the left navigation

Can I change the default modules on my Blackboard Homepage?
To learn more about making adjustments to your My Institution Dashboard, please see the documentation created by our Central Blackboard support team.

How do I access the course roster?
To view a list of students in your course, open the course site and click on Grade Center inside the Control Panel and select 'Full Grade Center.'
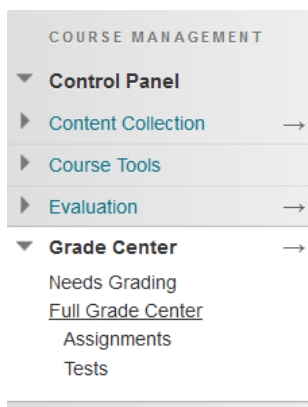
In the Full Grade Center, click the 'Work Offline' button in the top right corner, and select 'Download.'

Under the 'Data' heading, select "User Information Only"

Then click Submit – when the page refreshes, click the Download button to save the file to your computer. The file will contain any user information that is visible in the Grade Center (usually Last Name, First Name, Username (JHED ID), Student ID, and Last Access.

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Where can I find the most recent Syllabus, Rubric, and PowerPoint templates?

All relevant course templates can be found in the Teaching Resources Site. Most faculty will see this listed as a tab on the Blackboard Homepage, while others may just be enrolled through their Organizations (Community). If you cannot access the site linked above, please contact your Course Support Specialist for assistance.
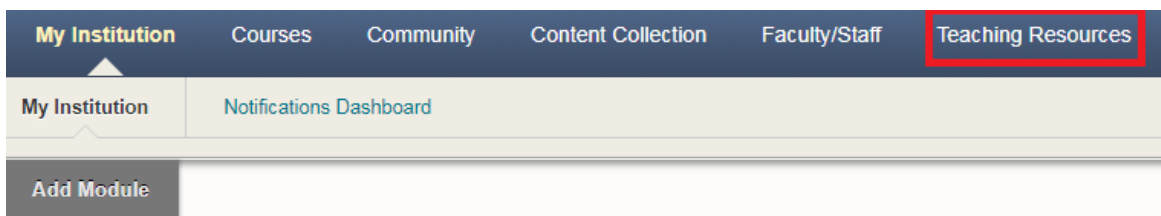
I need to have someone (not a degree-seeking student) enrolled in my course – who do I reach out to for this?

If you need to grant access to your course for guest lecturers, teaching assistants, clinical faculty, or other staff/faculty, reach out to your Course Support Specialist for assistance.

If you need to grant access to your course to a student who is auditing the course, or to a visiting scholar, reach out to SON Course Support for assistance.

What are the deadlines for preparing course materials (textbooks/e-Reserves, syllabus, etc.) for the start of the new semester?

The most recent schedule of deliverables can be found in the Course Support Notes area of the classroom. If you would also like to coordinate with your Course Support Specialist to document course settings and standards in this area to ensure consistency throughout the course and future semesters, you are welcome to do so.

Navigating the Classroom

The Syllabus is a PDF, which I cannot edit. How do I make updates to the Syllabus once it has been posted?

Ideally once the Syllabus is posted, it will not need revisions. This is best practice, as it can be frustrating for students who prepare their materials when they are posted and spend money printing things out, to then have to go back and print a syllabus multiple times due to frequent updates. But if updates do need to be made, it is best to reach out to your Course Support Specialist for assistance so that formatting can be maintained. Either they can make the updates for you, or you two can coordinate all Syllabus edits via a shared .doc(x) file in the Course Support Notes area (Build Content > Create > File: Upload .doc(x) file). This way we can ensure you and the Course Support Specialist are always using the same version of the Syllabus. And even if you do not have full Adobe Acrobat privileges, you will be able to save the .doc(x) file as a PDF to then upload to the classroom.

FAQ

How can I tell if an item is available/open/visible?

There are usually two visual indicators that an item is not available. One is that the icon to the left of it will be grayed out, or will be a dimmer color than other open items on the page. The other is that there will usually be text underneath the heading/title of the item that says "Availability: Item is not available." All items also have the ability to check visibility via the User Progress view (see next FAQ).

If something is supposed to only be open to certain students (has adaptive released settings or exemptions added), how can I double check to be sure the appropriate students have access?

All course elements have the option to check "User Progress."
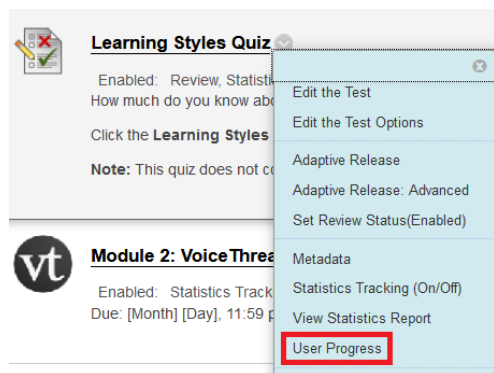
For any items created in Blackboard, this option will simply tell you whether or not content is visible to certain people in your classroom

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If something is meant to open at a later date, how can I double check it is the correct date?

The most simple way to check this is to look at the item and see what date is listed – most of the time there is a date release setting, it will display on the outside of the item

Module 3: Context for Curriculum Development

Availability: Item is not available. It will be available after Apr 4, 2018 5:00 PM.
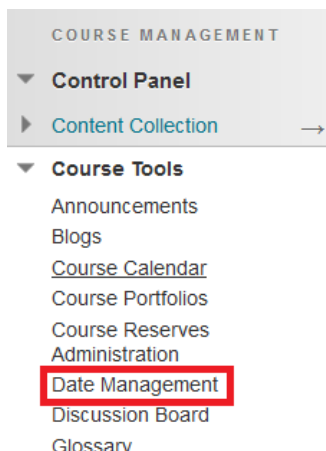Enabled: Statistics Tracking
May 29 - June 4

Voice Thread # 3 - Due: [Month] [Day], 11:59 p.m. ET

If it just says "Item is not available" this means that it is not set as visible in the settings, and it will not be visible until that setting is adjusted (regardless of whether or not a date release is set).

If you want to review the release dates and due dates on multiple items/assessments, the best way to do this is to use the Date Management tool, in the Course Tools area

COURSE MANAGEMENT

▼ **Control Panel**

▶ Content Collection   →

▼ **Course Tools**

Announcements
Blogs
Course Calendar
Course Portfolios
Course Reserves
Administration
Date Management
Discussion Board
Glossary

You can "List All Dates For Review" using this tool, allowing you to see all of the dates in one place and make changes as necessary without having to make adjustments in individual items.

SELECT DATE ADJUSTMENT OPTION

○ Use Course Start Date (i)

○ Adjust by Number of Days (i)

● List All Dates For Review (i)

Note: After This has been run once, you will come back to this area and it will not ask to be run again. In the Date Management Review area, to the right of the screen, it will say "Valid as of [date of the last time Date Management was run." You will want to Run Date Management Again when you go in to make adjustments after a while, to ensure that everything is up to date, otherwise your changes may not stick.
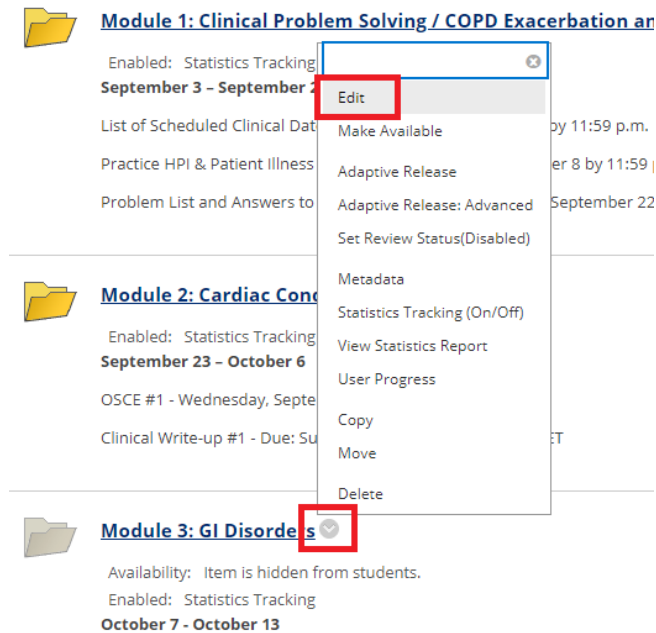
FAQ

How do I open a Module folder or other content item?

Select 'Make Available' on the folder or content item you are wanting to open.
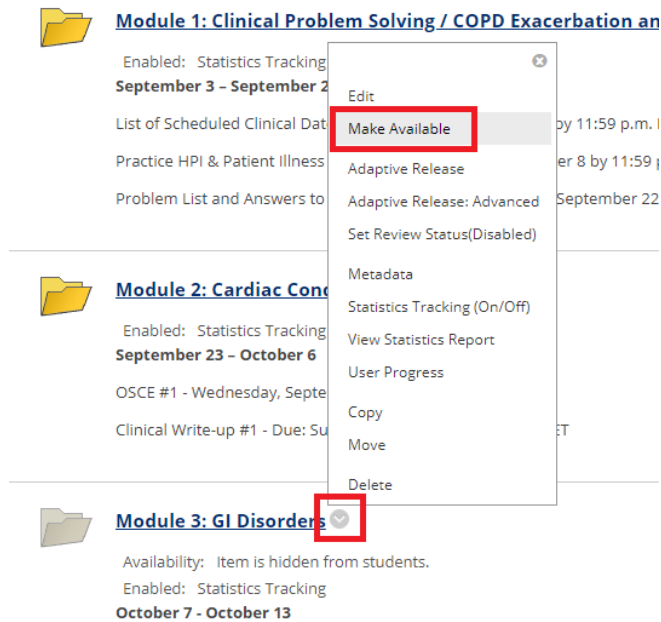
How do I set Date and Time Restrictions on a Module folder or content item?

If you want to then have an item display at a later date, click to edit the folder or content item you are wanting to open.

When the page loads, scroll down to 'Standard Options.' Check the boxes to the left of 'Display After' and 'Display Until.' Click the calendar icon in the 'Display After' row to select the date when content

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should show to students. Click the clock icon to select the time. Click the calendar icon in the 'Display Until' row to set the date when content should no longer show to students. Click the clock icon to select the time.

STANDARD OPTIONS

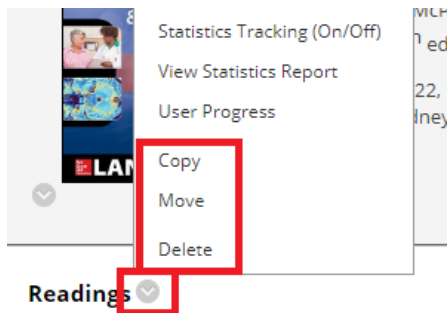| Permit Users to View this Content | ○ Yes ◉ No |
| Track Number of Views | ◉ Yes ○ No |
| Select Date and Time Restrictions | ☐ Display After [_____] 🔲 [_____] 🕐 |

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

☐ Display Until [_____] 🔲 [_____] 🕐

Enter dates as mm/dd/yyyy. Time may be entered in any increment.

How do I copy, move or delete a folder or content item?

You can copy, move or delete a folder or content item within its menu. Use the Destination Course drop down menu to select the course you would like to copy or move the item or folder to. Click the Destination Folder Browse button. Select the area in the course you would like to place the item or folder in. You may need to click the plus sign (+ button) to find a folder within a folder.

Statistics Tracking (On/Off)
View Statistics Report
User Progress
Copy
Move
Delete

Readings

DESTINATION

Destination Organization
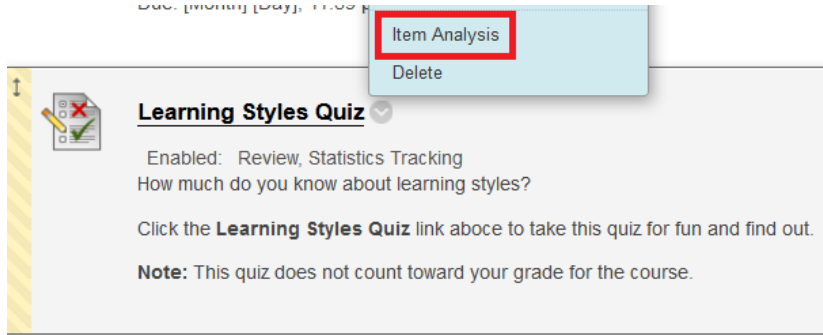
Carey Faculty Preview Course ▾

Destination Folder

[_____] Browse...

FAQ

I would like to see some statistics regarding a quiz/exam students took in my course. Can I run that report myself?

You can run an Item Analysis on quizzes and exams by click in to the drop down menu, and selecting "Item Analysis" from the list of options

I do not want students to be able to see their grades on one particular assignment until I am finished grading all of them. How can I hide/unhide the column?

You can tell a column is currently hidden from student view if it has the ![symbol] symbol at the top of the column. To hide/unhide it from student view, click "Hide from Students (on/off)" from the drop down menu.
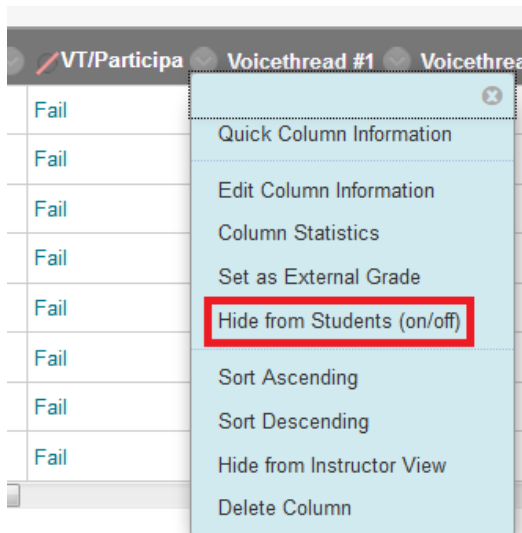
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How do I change the due date of an assignment within the Grade Center?

Locate the assignment grade column and select 'Change Due Date' from its dropdown menu. Update the due date and time and click 'Submit' to proceed.
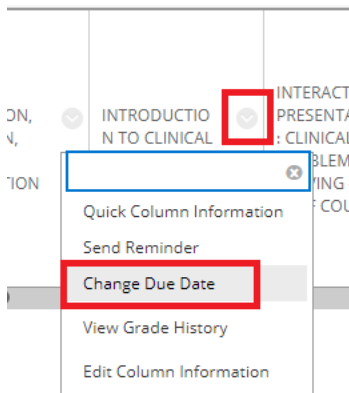
How do I change my Blackboard course landing page/entry point?

It is acceptable to change the course landing page from 'Welcome - Start Here' to 'Announcements' two weeks after the start of the course (after the add/drop date). To do so, navigate to the Customization menu and select 'Teaching Style.' Select 'Announcements' from the Entry Point dropdown menu.
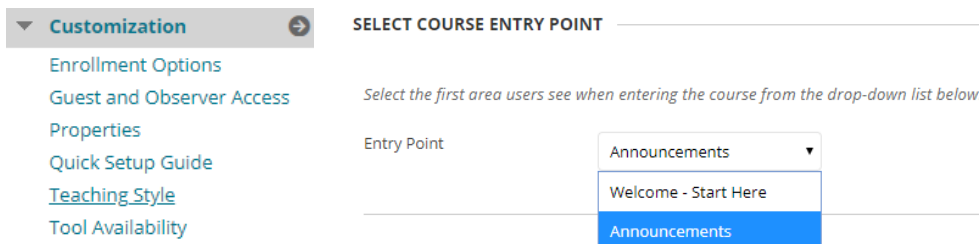
How do I give an additional attempt on an assignment?

In the Grade Center, access a cell's menu and select *View Grade Details*. The Grade Details page appears. *Allow Additional Attempt* only appears if a student has already submitted the maximum number of attempts allowed for that assignment. You can continue to offer opportunities to resubmit attempts each time a student reaches the maximum number.

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How do I reset an exam attempt?

In the Grade Center, access a cell's menu and select *View Grade Details*. The Grade Details page appears. Select *Ignore Attempt* on the Grade Details page.

Note: Do not DELETE attempts. Please only IGNORE attempts, so that the data can remain in the classroom if there are any questions or concerns.

					Delete	Last Attempt ▾	Go
Date Created	**Date Submitted (or Saved)**	**Value**	**Feedback to Learner**	**Grading Notes**	**Actions**		
Jan 17, 2020 10:38:19 AM	Jan 17, 2020 10:38:52 AM (Completed)	1.50			View Attempt Clear Attempt Ignore Attempt		

## What do the icons in the Grade Center represent?

In the lower-right corner of the Grade Center, select *Icon Legend* to view the icon descriptions. Icons can appear in the Grade Center cells, attempt menus, column headers, on the *Grade Details* page, and on the *Needs Grading* page.
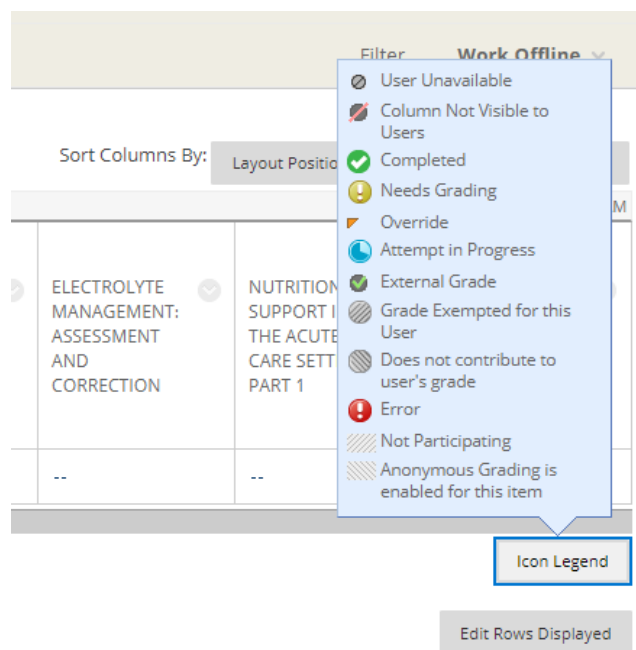
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How can I review student groups who has been assigned to what group?

On the All Users page in the Groups area, you can view which groups students belong to, search for users, add multiple users to a group, and delete users from groups.
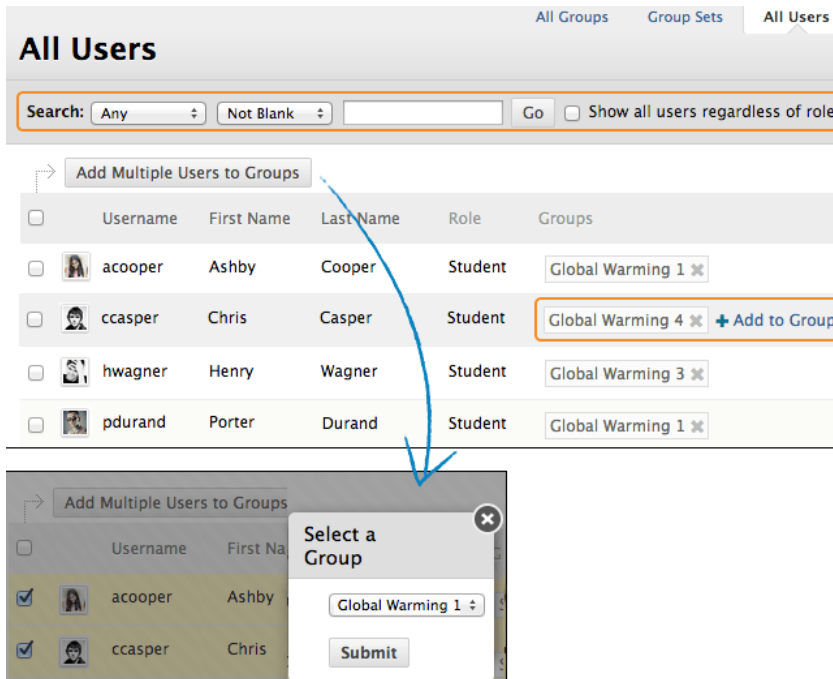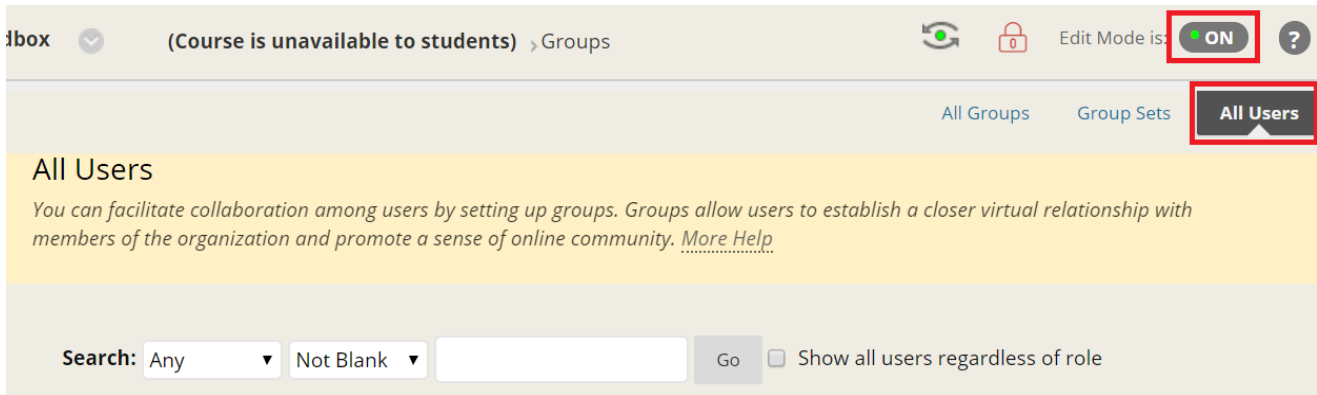
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How do I give all students credit for a single question on an exam?

You may find an error on an exam question and need to give students full credit. You can easily do this within the Grade Center by selecting 'Grade Questions' from the exam dropdown menu. A list of exam questions will load. Locate the the question you would like to grade and then click the number in the 'Responses' column on the far right. The Grade Responses page will load, which shows all of your students' scores. Select 'Question Information' and select the 'Give Full Credit.' A pop-up will appear that states the following: *This will give full credit to all submissions for this question and all subsequent submissions. This action is not permanent. You can remove full credit to revert scores. Click OK to continue.*
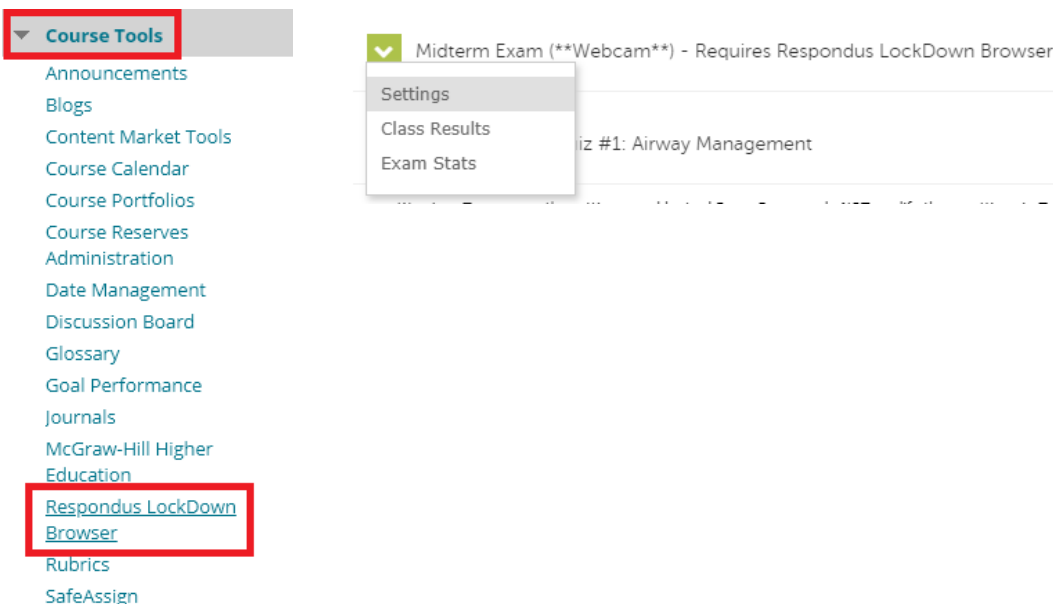
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Respondus

How do I check Respondus settings in my course?

On the left navigation menu, select 'Course Tools' under the "Course Management" section and then select 'Respondus Lockdown Browser.' Locate your exam on the Respondus dashboard and select 'Settings' from the exam dropdown menu.

How do I find the Respondus exam password?

The exam password is located in the Test Options area of Blackboard, not within Respondus settings. To locate the password, navigate to the exams section and locate the exam you would like to edit the settings for and select 'Edit the Test Options' from the exam settings. Scroll down to the Test Availability section to find the exam password.
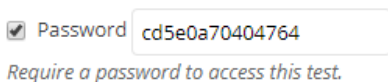
Note: To preserve the settings used by LockDown Browser, do NOT modify these settings in Test Options: 1) Name 2) Open Test in a New Window, 3) Require a password, 4) Password. If these settings have been modified the test status will appear as an "Error."

What should I do if Respondus stopped working?

If you happened to make changes to your test settings in Blackboard, there is a change that Respondus stopped working. To correct any errors, go to the Respondus Dashboard (Course Tools > Respondus Lockdown Browser) and click on the 'Fix It' button next to the Error message.

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Tests ▲	🔒 LockDown Browser	🔵 Respondus Monitor
⌄ Midterm Exam (**Webcam**) - Requires Respondus LockDown Browser	Error Fix It	Required

What do I do if a student says they don't have access to the exam?

If a student does not have access to an exam, you can check to see if there is an error with the exam on the Respondus Dashboard and click the 'Fix It' button to correct any errors. You can also check the User Progress area to see if the student accidentally opened the test and decide if you want to ignore their first attempt.

Course Support

Course Support Specialists

Course Support Group Email: SON-CourseSupport@jhu.edu
Office Location: Pinkard Building, Suite 461
Office Hours:

Kion Bolden - M-F: 8:30am - 5:00pm
Kelly Wilson-Fowler - M-F: 7:30am - 4:30pm
Monique Jones - 8:30am - 5:00pm
Lily Leach - 8:30am - 5:00pm
Temvelo Masuku - M-F: 7:30 - 4:00pm

While faculty are welcome to contact their Course Support Specialists individually when they require support in their course, the Course Support team also utilizes a group support email account to better address student issues throughout the semester and ensure that their communications are not overlooked. In the courses, students are directed to use the group email account if they have technical difficulties accessing any course materials. This includes any issues they might experience with web links to required materials, quizzes or exams timing out, resetting assignment submissions, or assistance with third-party applications that are utilized in the course sites.

After-Hours Support

Chat: https://nursing.jhu.edu/after-hours-support
Phone: 877-379-4609

This 24/7 Personal Support Center is available to both students and faculty who are experiencing technical difficulties within Blackboard and their course sites. This includes any issues they might experience with the functionality of content in the Blackboard classroom or assistance with third-party applications that are utilized in the course sites.

Note: While this Support team can assist you in resolving issues within your classroom, they do not make edits in courses – if any edits need to be made, they will either walk you through the process to

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complete the edit yourself or direct you to reach out to your Course Support Specialist during normal business hours.

JHU SON Help Desk

**E-mail:** son-helpdesk@jhu.edu
Location: Pinkard Room 328
Phone: 410-614-8800
Business Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.

The JHU SON Help Desk is available to you for assistance in resolving Blackboard-related support issues, both during and outside of normal business hours. Issues that occur outside of normal business hours will be addressed the following business day. If you experience a Blackboard outage or log in problem, contact the IT@JH help desk at 410-735-HELP. The IT@JH help desk can be contacted 24/7 but should only be contacted about outages or log in problems.

Central IT Blackboard Help for Instructors

If you need more help, go to the Central IT Blackboard Help for Instructors page for more documentation on Blackboard, Zoom and Voice Thread. You can also access this page by going to the global navigation menu (the dropdown menu next to your name at the top right) and selecting the question mark icon.
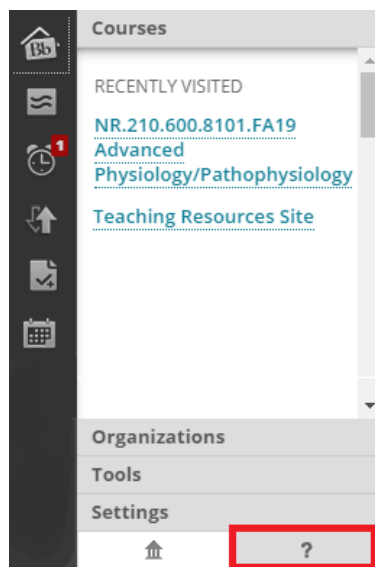
Additional Support

We have the ability to build 'Organization' sites as needed, for any users who want a space of their own within Blackboard to learn more about different features, tools, or functions of the system without worrying about causing issues in a classroom or community site that would impact students. If you would like to have an account like this set up with you, please reach out to SON-CourseSupport@jhu.edu. The Instructional Design and Technology team can also provide basic one-on-one Blackboard training upon request, tailored to your specific course and support needs.