

UHCL'S INSTRUCTIONAL DESIGN AND TECHNOLOGY TEAM



August 3,
2022

Welcome and Introduction for Faculty and Staff

UHCL's Instructional Design and Technology (IDT) team serves faculty, students, and staff with instructional design and technology issues, projects, and questions. As a unit within the UHCL's Office of Instructional Technology (OIT), our team of instructional designers (IDs) and learning technology administrators (LTAs) are uniquely positioned to provide comprehensive support to our faculty clients. Contact us...we're here to help!

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OIT Faculty/Staff Support Units

OIT's Instructional Design and Technology (IDT) team is only one part of the technology support available for faculty, staff, and students at UHCL. Before we dive into our IDT information, here are some details about our colleagues in OIT's Support Center, Tech Services, and Academic Computing units.

Support Center

OIT's Support Center is the entry point for all UHCL faculty, staff, and student technology questions. If the Support Technicians on duty cannot resolve your problem at once, they will gather all relevant information, create a help ticket, and assign the ticket to the OIT department (e.g., IDT Team, Tech Services, Networking) that specializes in that specific type of issue. Users can contact the Support Center via telephone (281.283.2828), email (SupportCenter@uhcl.edu), by creating your own help ticket, and in person at our Bayou 1312 location.

The Support Center's walk-up support is available at our Bayou 1312 (Mini Support Center) location. Although currently open Monday-Friday, 8:00 AM-5:30 PM, beginning Monday, August 22, 2022, the Support Center hours will be as follows:

Monday-Thursday: 8:00 AM-7:30 PM

Friday: 8:00 AM-5:30 PM

Saturday: 8:00 AM-3:00 PM

Sunday: Closed

For more information about the Support Center, including locations and hours, please visit UHCL's [Office of Information Technology \(OIT\) webpage](#).

Academic Computing: Classroom Technologies

OIT's Academic Computing/Labs, Audio Visual, and Tech Services continue to work diligently to equip UHCL classrooms with point-tilt-zoom (PTZ) cameras (a.k.a., "Rally cameras"), ceiling microphones, and speakers. To see what cameras and microphones are in your assigned classroom(s), please review the Classroom Cameras and Microphones List (FA21). Support documents and video tutorials for PTZ camera users have been created and are available via the following hyperlinks:

- [PTZ \(Rally\) Classroom Cameras Overview](#)
- [Video: PTZ Classroom Cameras Overview \[4:26\]](#)

- [PTZ \(Rally\) Classroom Cameras and Zoom](#)
- [Video: PTZ Cameras and Zoom: A Brief Tutorial \[2:24\]](#)

Please remember that the PTZ cameras are not designed to focus on the video screen at the front of the classroom. To display contents from the computer to remote students and on the screen for in-room students, use the "share screen" option in Zoom, as shown in the video linked above. The cameras best support faculty who prefer to step away from the instructor's computer to face and lecture their class and ask/answer questions, etc. The cameras do focus well on the chalkboards or whiteboards in most classrooms.

Faculty experiencing technical issues during an on-campus class can still call the Support Center and, when prompted, press the button/number for classroom tech issues. Those calls route to one of the Open Computer Labs, and a staff member from Academic Computing and Academic Labs will help you.

Academic Computing: Computer Labs

OIT operates several open computer labs on UHCL's main campus and at Pearland. These labs provide powerful desktop computers for students to work on their academic and research assignments and become familiar with and utilize standard and specialized software for their classes. All labs are staffed with part-time student lab assistants and full-time staff to support users. Free restricted printing is provided for all enrolled students by presenting their UHCL student ID. There are also 15 teaching labs spread out across UHCL's computer labs. Faculty and staff may reserve a teaching lab by contacting UHCL's [Scheduling Department](#). SSCB 2201 Open Lab hours for the FA22 semester are as follows:

- **Monday-Thursday:** 7:30 AM-10:30 PM
- **Friday-Saturday:** 8:00 AM-5:00 PM
- **Sunday:** Closed

Please visit the [Open Labs webpage](#) for information about other Computer Lab locations and operating hours.

Academic Computing: Virtual Software Access

Academic Computing/Academic Labs ensure that faculty, students, and staff can access supported software even from off-campus through the following tools:

- [Remote Lab Access](#) - Enable you to access via a virtual private network (VPN) connection

UHCL teaching and open computer lab workstations from home.

- [Apporto Virtual Lab](#) - The anytime, anywhere computer lab! As a "Desktop as a Service" (DaaS) system, Apporto provides UHCL with a cloud-based virtual desktop and software available for students and faculty to access from any device via a web browser anywhere at any time.

Tech Services

OIT's Tech Services staff are responsible for the acquisition, installation, maintenance, and record-keeping for all the university's computer hardware and software, including computers, printers, and peripherals in classrooms, offices, conference rooms, and other spaces. For any questions or concerns about your UHCL computer equipment, please contact the Support Center, and your issue will be assigned to Tech Services for one of their technicians to assist.

Audio/Video (A/V) Services

In addition to the media equipment available in UHCL classrooms, labs, and meeting rooms, the OIT's A/V Services unit supports students, faculty, and staff in checking out various media equipment for on-campus events. **Please let A/V Services know at least one week in advance if you need support for your event.** To do so, or for any questions or concerns about your UHCL computer equipment, please contact the Support Center, and your issue will be assigned to A/V Services.

Due to limited dedicated resources and available technologies, we cannot provide live streaming services. **If you would like to request photography or videography support, please email marcomm@uhcl.edu.**

A list of popular A/V Services-provided technologies includes the following:

- Interactive Video
- USB Webcam
- Camcorder
- Portable screen
- Projector
- Laptop
- USB clicker
- Extension cord
- Video adapter (varies with computer model)
- Audio
- Handheld microphone XLR (wired/wireless)
- Lapel microphone

- USB microphone for input to classroom computer (wired/wireless)
- Conference phone where applicable (please see room list below)
- External audio input for live or recorded music
- Podium with built-in PA system (book through the Scheduling Department)

IDT Overview

Welcome to the University of Houston - Clear Lake! Whether you are new full-time, tenure-track faculty or a new adjunct instructor, our team is here to help you with course design and development, active learning strategies, and instructional technology training and support. This guide should provide a comprehensive overview of our staff and services although, in the interest of brevity, we may leave out some details along the way.

About the Team

Sometimes mistakenly characterized as "the Blackboard people," OIT's Instructional Design and Technology team members offer a much broader array of support for faculty, staff, and students than this description suggests. Our staff includes two primary categories of IDT professionals:

- **Instructional Designers (IDs)** - All members of the ID team and the team's supervisor hold, or are working toward, advanced degrees in Instructional Design. The IDs' academic backgrounds include substantial preparation in human learning, active learning, assessment design/development, curriculum/content design, and other non-technology educational/instructional domains. We consider ourselves to be instructional designers first and instructional technologists second. In addition, our director currently teaches online graduate-level courses for UHCL, and two of our IDs have teaching experience in higher education outside of UHCL. Given our academic and experiential background, the IDs' roles are diverse and include a wide range of training offerings. We provide training and consulting on active learning, effective teaching practices, course design/development (whether web-assisted or fully online), and the strategic use of technology tools to support and enhance teaching and learning effectively.
- **Learning Technology Administrators (LTAs)** - Historically, the role of our LTAs has been to coordinate with Blackboard and other vendors to ensure that our instructional technology systems work as intended. They have also always been the first point of support for students with instructional technology concerns. However, the LTAs role has evolved. They now have primary responsibility for assisting faculty and students with a wide range of technology-based systems (e.g., Blackboard, video, Zoom, Echo360, online proctoring tools, etc.). Both LTAs bring to these tasks years of experience at UHCL with Blackboard and other technologies and in

customer support.

As of the Fall 2022 semester, the IDT staff offices are in our new suite in Bayou 3608. Although our team does maintain on-campus hours, we still provide most of our support via email, telephone, and virtual meetings (Zoom or Teams). Please get in touch with our team members by contacting the Support Center to request appointments for assistance. You will find the contact information for our current instructional designers and learning technology administrators in our blog post, [Instructional Design and Technology Team - Contact Information](#).

Stay Up to Date with the IDT Team!

Our IDT staff provides several options to use if you want to stay up to date on instructional design and instructional technology news at UHCL:

- Weekly IDT Newsletter - typically sent every Monday night via email to only faculty and staff who have specifically requested to receive it. **To be added to our newsletter distribution list, please email us at IDT@uhcl.edu.** You can also review previous newsletters from our team's blog posts, [IDT Newsletter Archives \(2020\)](#), [IDT Newsletter Archives \(2021\)](#), and [IDT Newsletter Archives \(2022\)](#).
- [OIT Instructional Design and Technology Blog](#) - please drop in on the blog periodically, especially if you don't elect to receive our newsletter.
- [Weekly Virtual Drop-In Support Sessions](#) - Stop by to get your questions answered regarding Blackboard, Zoom, Echo360, and other technologies or teaching tips.
 - Monday, 10 - 11 a.m.
 - Tuesday, 1 - 2 PM.
 - Wednesday, 6 - 7 PM.
 - Thursday, 10 - 11 AM.

Zoom Link: <https://uhcl.zoom.us/j/91324561229>

- [UHCL Blackboard Faculty Support Webpage](#)

Instructional Technologies at UHCL

UHCL's primary instructional technology tool is Blackboard Learn, a full-featured course/learning management system. UHCL's "flavor" of Blackboard Learn is the software-as-a-service (SaaS) version, hosted and managed by Blackboard from their headquarters in Washington, DC. Several textbook publisher tools are integrated within our instance of Learn (e.g., McGraw-Hill Connect, Perusall, WileyPLUS, Pearson, etc.). **NOTE: No OIT staff have access to any publishers' proprietary**

systems or tools, even though access to them is integrated with our Blackboard Learn environment. Instructors and users of these third-party tools must contact the vendor's support staff for assistance with those applications.

In addition to Blackboard Learn, our team supports users with the following applications:

Zoom

Zoom is a robust web conferencing system for virtual meetings within and outside Blackboard Learn.

- All UHCL faculty/staff receive a full license on UHCL's Zoom system, enabling them to schedule and host meetings for instructional and institutional activities.
- Zoom is integrated with our Blackboard Learn system, enabling instructors to schedule and host synchronous meetings from within their Blackboard courses.
- Faculty use Zoom meetings for various purposes, including virtual office hours, 1-on-1 student conferences, exam review sessions, virtual class meetings, and virtual student presentations.
- Students and faculty can use Zoom to record presentations to share with the class. Instructors who have the "save to cloud" setting enabled in their Zoom account and activated their Echo360 account will see any recorded Zoom sessions they create automatically saved in the Echo360 Library. Unlike recordings saved in Zoom, which our team periodically removes, recordings saved to Echo360 are intended for long-term storage and sharing. Students must save recordings to their computer and upload them into Echo360 for sharing.

Instructor-Created Videos

- UHCL provides and supports Echo360 for instructor video creation, storage, and integration/deployment with Blackboard.
- Videos created in other applications (e.g., PowerPoints with audio exported to MP4, videos made with cell phones/personal cameras, Zoom session recordings) can be saved in Echo360, edited to include questions, polls, etc., and deployed via hyperlink or LTI-based integration with Blackboard.
- Please DO NOT simply upload any video files (e.g., MP4 files) into your Blackboard course(s) using the File or Video tool.
- Similarly, if your students submit videos as assignments, please have them upload those first to Echo360 and then place the hyperlink to their video as the submission. Please refer students to the IDT handout [Submitting Video Assignments in Blackboard Via Echo360](#) for instructions on

how to do so.

A Special Note About Audio/Video Files and Blackboard

To ensure that UHCL's Blackboard Learn system operates smoothly and is fully backed up every night, contents in each Blackboard course mustn't total more than 1GB, including course materials and student submissions. Therefore, we must emphasize that **neither faculty nor students should ever upload an MP4 (video), MP3 (audio), or similar multimedia file into a Blackboard course**. Faculty should store all audio and video files in Echo360 (or another cloud-based system) and then provide links to those videos in the class. For training on how to do so with Echo360, don't hesitate to get in touch with your designated instructional designer or the Support Center. Similarly, if students create and submit audio or video files in your class, they should not upload those media files directly to Blackboard. Please ensure that they save their multimedia file in a cloud-based location (e.g., YouTube, Echo360) and then submit a link to that content in the assignment drop box, discussion, blog, or another tool in your course. On team has already created a support document for students, [Submitting Videos in Echo360](#), that instructors can share with their classes.

Articulate Rise/Storyline-Based Lessons

Although UHCL does not currently have a site license for Articulate Rise and Storyline, the members of our IDT team hold licenses for those tools. Upon request, IDT staff will meet with faculty to discuss their needs for interactive lessons and gather resources from the instructor for the project. The ID or LTA will then create the requested lesson(s) using Articulate and share it with the faculty member to deploy in their Blackboard class(es).

SafeAssign

This application resides in the assignment drop box tool in Blackboard. Faculty control whether to use SafeAssign for any or all assignments. SafeAssign is an originality checker, similar to its primary competitor, Turnitin. Although it does provide some support for instructors who have concerns about plagiarism in student assignments, it is not a comprehensive solution to that daunting issue. Please review our team's blog post, [SafeAssign: False Positives Do Not Necessarily Indicate Plagiarism](#), for more information about SafeAssign and its limitations.

Blackboard Ally

Blackboard's integrated Ally tool supports faculty in their efforts to make digital content more accessible to a wide range of learners, whether they have disabilities or prefer alternative content delivery formats. With Ally, instructors can see how accessible their Blackboard contents are,

identify the most critical areas, get guidance on how to improve the accessibility of electronic content, and offer students the option to download materials such as audio files, HTML files, electronic braille, and other formats.

Scantron Exam Processing

The IDT team supports faculty from the Bayou, Arbor, Delta, SSCB, and STEM buildings process their Scantron exams. Faculty may drop off Scantron exams for processing at OIT's Mini Support Center in B1312 during regular business hours. **COMING SOON!** OIT will replace our existing Scantron hardware and software with new self-service stations during the FA22 semester. Please subscribe to our newsletter or follow our blog for more information as it is available.

Online Exam Proctoring

UHCL currently provides ProctorU Live+ and Respondus LockDown Browser and Monitor as proctoring solutions for online tests/exams. However, per the Dean, **faculty in the College of Business (BUS) assigned to teach a 100% online course must use ProctorU Live+**. More information about both options is available on the team's [Online Proctoring Resources page](#).

Support, Training, and Professional Development Resources

Online Blackboard Training

All UHCL instructors who intend to use Blackboard to support or deliver instruction must complete the university's Blackboard Basic Training - Online course, regardless of previous experience with Blackboard Learn or other course/learning management systems. The estimated time to complete the online training varies from 2 to 4 hours, depending on each participant's existing knowledge/skills, reading speed, etc. To register for the training, please email the Support Center at SupportCenter@uhcl.edu, and a member of our team will be assigned to grant you training access and send you instructions on getting started.

Student Blackboard Training

We also offer online Blackboard training for students. The short, self-paced course will introduce learners to our Blackboard system. Students will learn how to use essential Blackboard features/ tools and avoid technical issues while learning in Blackboard. Some faculty even require students to submit a copy of their training completion certificate as a component of their course orientation activities, especially in 100% online classes. Training [self-enrollment instructions for students](#) are available online. For more information about this optional training offering for learners, please contact the

Support Center.

Recorded Training Sessions

Since 2020, the IDT team has offered virtual training sessions on various topics. We recorded each session, and you can access those videos from our blog post, [Training/ Professional Development Session Recordings](#).

Help Us Help You!

In addition to the student and faculty Blackboard training courses, the IDT team is always interested in hearing from faculty about what training sessions are most needed or most interesting. Please send us your suggestions via email to IDT@uhcl.edu.

About Blackboard Shells

In advance of each semester, blank Blackboard shells are automatically created for every class in the course schedule except for courses offered to Texas Department of Criminal Justice inmates and independent study courses.

- Instructors can access their semester shell(s) within two business days of their names appearing in the online schedule as the primary or co-primary instructor of record.
- Student rosters are automatically added to shells one week before classes begin.
- Shells are released to students two days before the first day of class.
- Faculty members who prefer to teach two or more cross-listed courses or multiple sections of the same course in a single Blackboard shell may ask that shells be merged before the start of the semester. Please use the IDT team's [online merge request form](#) to make these requests.

Blackboard Contents

The following options are available to faculty for adding content to your blank Blackboard shells each semester. NOTE: If you request to merge multiple shells, please do not add contents until after your merge request is completed.

100% Online Classes

- Classes taught 100% online, either asynchronously or mainly asynchronous, are subject to stricter expectations regarding their Blackboard contents. These courses must use previously developed and approved (via UHCL's Minimum Standards review) master contents.

- If you own an online-approved master for your course, you can use [Blackboard's Course Copy tool](#) to duplicate the contents of your master shell or previous semester offering based on the master into your new blank shell.
- If you are teaching a 100% online course for which you do not own an online-approved master, you will need to borrow contents from another instructor's approved shell. Please obtain an email authorization from the course owner (or, if the owner is unavailable, your department/program chair, associate dean, or dean) for you to borrow contents. Forward that approval email to the Support Center and request that we copy the desired contents into your Blackboard shell.
- If you want to develop your own online-approved master shell, please begin by reviewing the information on the [Minimum Standards Review webpage](#), especially the section on the Online Course Development Calendar. Then, use the online course request link to start the request and development process.

Non 100% Online Classes (e.g., F2F w/ supplmntl web, <50% online, >50% online, hybrid, online synchronous, flex)

- We recommend that, at a minimum, you upload to your blank Blackboard shell your updated syllabus and schedule, a welcome message or video, and information about how to contact you and how you will use the shell with your course.
- Once you have a previous semester's Blackboard shell for your course, you can easily copy the contents of a prior offering into your new blank shell using [Blackboard's Course Copy feature](#).
- The IDT team has a template we can copy into your blank shell upon request. The template items include the following menu links: Announcements, Information, Content, Course Messages, Discussions, Zoom, Blackboard Support, and Info for Instructors (including a short video overview of the template and how to edit/use it). The Information page includes an item of Academic Support Links for Students and a folder of short Blackboard Tutorials (videos) for students. You may further customize the template contents to best suit your needs.
- You may request to borrow content from another instructor's current or earlier course. Please obtain an email authorization from the course owner (or, if the owner is unavailable, your department/program chair, associate dean, or dean) for you to borrow contents. Forward that approval email to the Support Center and request we copy the desired contents into your Blackboard shell.

Course Merges, TA Adds, and Schedule Changes

- If you are teaching two or more sections of the same class or two cross-listed courses, you can request that students in those multiple sections share a single Blackboard shell for the semester. Use the [online Course Merge Request form](#) to have a team member complete the merge procedure for you.
- If you have been assigned a teaching assistant, research assistance, or other student assistance and you want them to have access to your Blackboard course(s), use the online form, [Request Adding TA\(s\) to Course\(s\)](#). **NOTE: Per the Dean, our team can only assign Student role access to TAs in the College of Business (BUS). We cannot give them the Teaching Assistant role access to your course(s).**
- Changes in instructors and student adds/drops process 2-3 days after the change is made in PeopleSoft/eServices.
- If you were initially assigned to teach a course and your college or department has reassigned it to another instructor, please notify us by contacting the Support Center. Our team will need to deactivate the blank shell created when the course was assigned to you to not appear to the new instructor and their students. If you don't notify us, the new instructor and the students will see two Blackboard shells for the course, which is very confusing.

Online Course Design and Development

Preparing a new online course goes beyond simply modifying materials and activities from the face-to-face version of the course and putting those into Blackboard. Because asynchronous fully online delivery often places additional burdens on both faculty and students, online courses must be carefully planned and organized almost as though it was for an entirely new course. Online classes that are haphazardly developed or even developed "on the fly" can cause tremendous student confusion and frustration, hamper student academic performance, and make the teaching and learning process a struggle for everyone involved. For these reasons, UHCL has instituted procedures for requesting, designing, and developing new courses for 100% online delivery that ensure the course is complete and meets or exceeds UHCL's minimum standards before students begin registering for a fully online version of the course. Course requests must be submitted 8-9 months before the intended delivery term and must be completed and pass the [Minimum Standards review](#) approximately five months before the delivery term. For more information about the Online Course Development Calendar, please visit [our Minimum Standards Review webpage](#) and watch the short video, [Understanding the Course Development Calendar](#). To learn more about online course design and development at UHCL, including

available support options, don't hesitate to contact our team's [designated instructional designer](#) for your college.

Critical Instructional Technology Resources

Numerous topics come to mind for our team as "critical" for faculty. To be concise, we'll provide links to resources about those essential tips and recommendations. Although not comprehensive, the items below address instructional technology issues that most often plague instructors and students:

- [Start-of-Semester Reminders](#) [blog] - This blog post offers some recommendations for completing tasks before your students enter their courses.
- [Faculty Support Resources, including Classroom \(Academic Computing\) and Computer Lab Support](#) [blog] - Learn how to get help with classroom technology issues, teaching and open computer labs, 24/7 software access for students, and general OIT questions.
- [Blackboard Faculty Support](#) [webpage] - Provides handouts and video tutorials for faculty about general instructional design and technology issues, Blackboard tools and features, Echo360, web conferencing, and Blackboard Ally.
- [E-Services/PeopleSoft Support Reminder](#) [blog] - Oddly enough, the Office of Information Technology does not manage or have access to E-Services/PeopleSoft.
- [New Semester Recommended Updates for Personal Devices](#) [blog] – OIT's Tech Services team always ensures that on-campus UHCL-provided devices remain current. However, if you or your students use personal devices for UHCL-related tasks, please review this blog post for a checklist of items to check on before classes begin.
- [Blackboard Support Requests](#) [webpage] - Includes links for faculty that enable you to submit the following requests:
 - [request design/development of a new fully online course](#)
 - [get students from two or more classes merged into a single Blackboard shell](#)
 - [submit a help ticket](#)
 - [add a TA to your Blackboard course\(s\)](#)
 - [request consideration of adding a third-party tool integration with our Blackboard system](#)
- [DUO Two-Factor Authentication \(2FA\)](#) [webpage] - Blackboard users must prepare to use DUO 2FA before they can access Blackboard Learn. The information on this webpage explains what 2FA is and how to set it up.

- [Student Checklist for Online Technology Readiness](#) [document] - Created for UHCL students, this reference is also an excellent resource for faculty.
- [Blackboard Quiz Tips](#) [document] - Describes what students must do and avoid to prevent technical problems during online tests, exams, and quizzes.
- [Online Proctoring Resources](#) [web page] - If you plan to give online tests/exams and use online proctoring, ensure that your students know where to find critical proctoring information well before the exam date.
- [End of Course Survey Availability Dates](#) (Login Required) - The FA22 evaluation dates are already posted. For instructions on adding a course evaluation link to your Blackboard course, please review the handout, Adding or Editing a Course Evaluation Link.

Miscellaneous Instructional Technology Tips/Information

Common Student Issue: Kicked Out of an Online Quiz, Test, or Exam

A technical issue in Blackboard rarely causes a student to be "kicked out of" an online test. Typical causes of this behavior include (1) the student has let their test session go idle for more than a minute or two, causing their internet service provider (ISP) to time out; (2) the student has clicked somewhere outside of Blackboard on their computer, perhaps to listen to music or respond to a text message, and (3) the student temporarily lost the connection to the internet, most often because there are multiple people online in the house, coffee shop, bookstore, etc. in which they are taking the exam.

We discuss these and other causes in the [Blackboard Quiz Tips document](#), which we recommend as required reading for students before any online test or quiz.

Common Student Issue: Request to Reset an Attempt (Test or Assignment)

When kicked out of an online test, students will often contact the Support Center and request that our staff reset their attempt so that they can start again. We receive similar requests from students who have attached the wrong file to their assignment dropbox submission. Whatever the case, our staff cannot clear and reset any student assessment attempt or submission unless we receive a request directly from the instructor. We prefer to teach instructors how to remove/reset attempts and submissions to stay clear of student grade-related matters.

Common Student Issues: Blackboard Ate My Homework

These issues typically present as a student insisting they uploaded their assignment on time to the designated Blackboard dropbox, but that the instructor can't find their submission or, when opened, the document is blank. As with the "getting kicked out of tests" issue, there is rarely a problem with

Blackboard that results in a "lost" assignment submission. In the online Blackboard training for students, we advise learners that they will see and receive a submission receipt for every assignment submission via email. They should check the receipt to ensure that the attached file does not have a 0 file size. If it does, there was a problem with the uploaded file itself, and they should immediately contact their instructor to report the problem and request their attempt be cleared and reset.

Common Instructor Issue: My Course Menu Disappeared

Blackboard designed the menu to collapse out of the way. Unfortunately, users will regularly accidentally collapse the menu and not know how to restore it. Roll your cursor slowly down the left side of your Blackboard course screen until a small tab with a right-facing arrow appears. Click the arrow to expand the menu.

Common Instructor Issue: I Can't Edit Anything in My Course

For reasons unknown, Blackboard courses will sometimes switch into Edit Mode: OFF status for instructors. When this happens, you will not be able to edit your course. It's a quick fix, however. In your class, locate the Edit Mode switch in the screen's upper right area. Switch it from OFF to ON to restore your editing capability.

Common Student and Instructor Issue: I Can't Find My Upcoming Classes on My Blackboard Courses

By default, the Course page always shows "Current Courses." If the new semester has not officially started, Blackboard does not flag that term's courses as "Current." However, you can click the Upcoming Courses link in the upper right of the Courses page to see your Blackboard shells for the new term.

Conclusion

Again, on behalf of our Instructional Design and Technology (IDT) team, we welcome you to UHCL. While we are sure to have left out many details about the technologies, procedures, and support we manage, we hope this document will serve as a valuable starting point for you.

We encourage you to contact our team members or the Support Center if you have questions or if we may be of any assistance. No question is too small, and the only "stupid" questions are those that go unasked. Please let us know how we can assist you in your online, hybrid, and web-supported teaching!