Understanding Blackboard Workgroups

About Workgroups

In instances where an institutional entity requests to use Blackboard for non-direct instructional use (online orientation, advising, faculty resources, committees), the Blackboard staff will create "workgroup" spaces in Blackboard to accommodate those requests. The individual who is identified as the workgroup "owner," and any other faculty/staff who will have editing privileges in the workgroup, must complete the university's mandatory Blackboard training before they will be given access to the workgroup.

Workgroup owners are responsible for adding users to the group and hose users may only be granted Student role access. The instructions beginning on page 2 of this document explain how to add individuals as Student role participants in a Blackboard workgroup.

Important Contact Information

Enrollment-Related Support. Workgroup owner are responsible for adding and removing Student role users to their workgroup. However, there are two instances in which you may need enrollment assistance with your workgroup.

1. When you have followed the instructions provided in this document but are unable to add one or more Student role users to your workgroup.
2. When you need to have someone added to your workgroup in a role other than Student. For example, you may have another staff member who will be assisting with editing and/or maintaining the workgroup.

In either of these situations, the workgroup owner will need assistance from one of our team's Learning Technology Administrators (LTAs). Contact the Support Center, either at SupportCenter@UHCL.edu or at (281) 283-2828. A staff member will enter your information and request for assistance into UCT's help ticketing system. That ticket will then be routed to one of the LTAs, who will follow up with you within two business days. **NOTE: Please ensure that you specify that your request is for a Blackboard workgroup, rather than for a credit course in Blackboard. This will help ensure that your request is properly routed to the correct member of our team.**

Blackboard Technical Support. Workgroup owners are responsible for setting up their Blackboard workgroups. If you have questions about how to complete specific tasks in Blackboard, or if you encounter a technical issue that is NOT related to user access/enrollments, you have two options:

1. Contact Amanda Bruce, our team's designated Instructional Designer (ID) for all Blackboard workgroups. You may contact her directly, either at bruce@uhcl.edu or at (281) 283-2933.
2. Contact the Support Center, either at SupportCenter@UHCL.edu or at (281) 283-2828. A staff member will enter your information and request for assistance into UCT's help ticketing system.

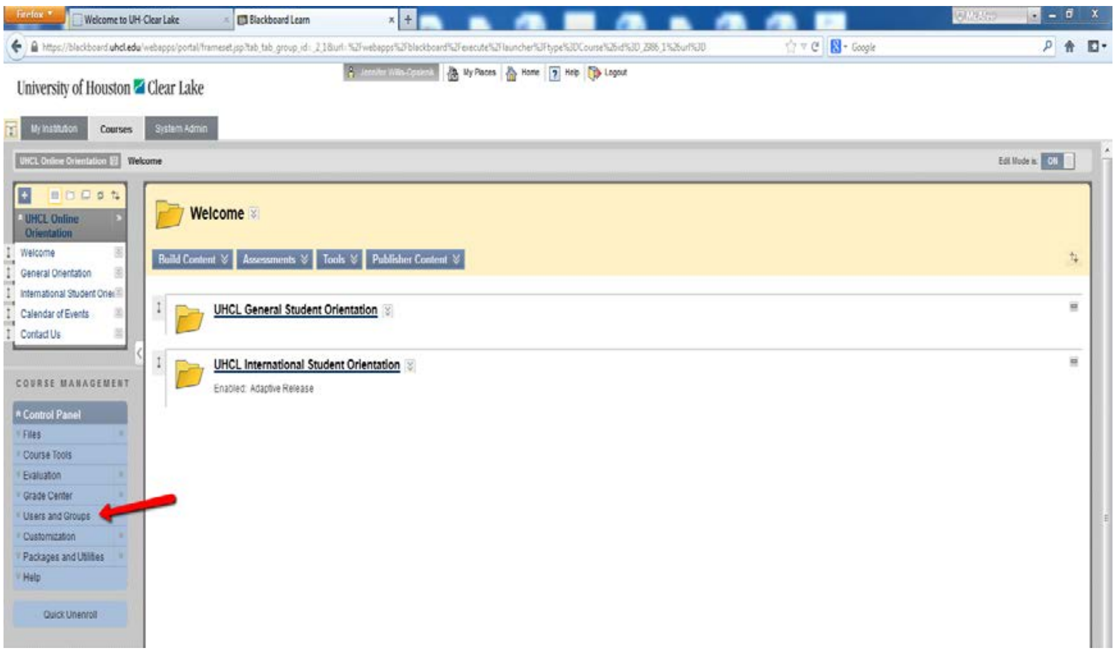
That ticket will then be routed to Amanda Bruce, or another member of our team, who will follow up with you within two business days.

Accessing the Workgroup in Blackboard

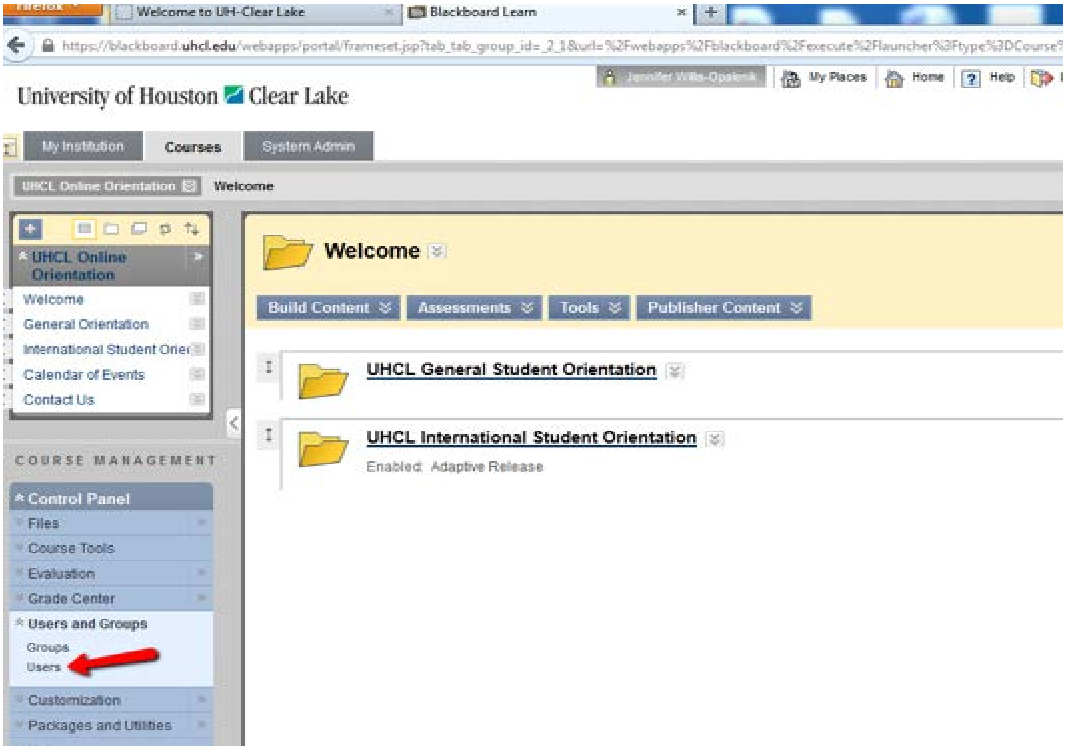
1. Log into Blackboard (https://blackboard.uhcl.edu). Use the same username/password that you use to log into your UHCL computer (the UHCL\ is not needed).
2. From the My Courses list on the right of the resulting screen, look for the sub-heading, “Courses in which you are ‘UHCL_Manual_Enroll’,” and click the name of the desired workgroup.

Adding Student Role Enrollments

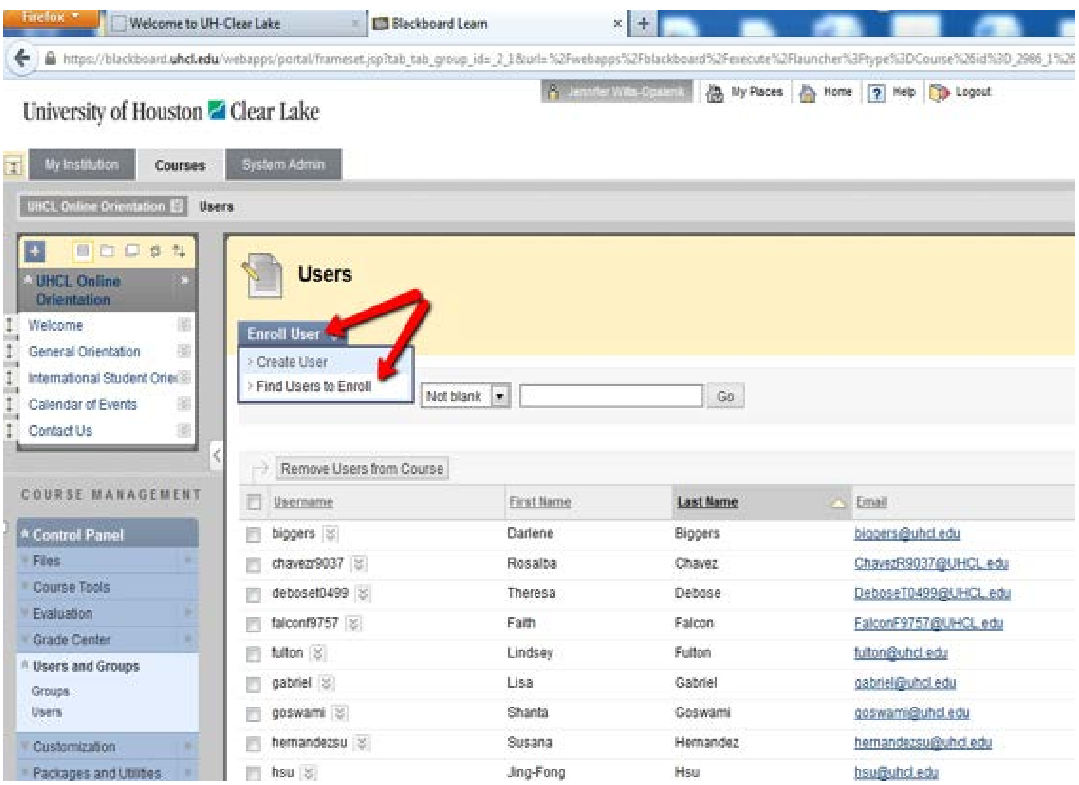
1. In the lower Course Management menu, click the Users and Groups link.



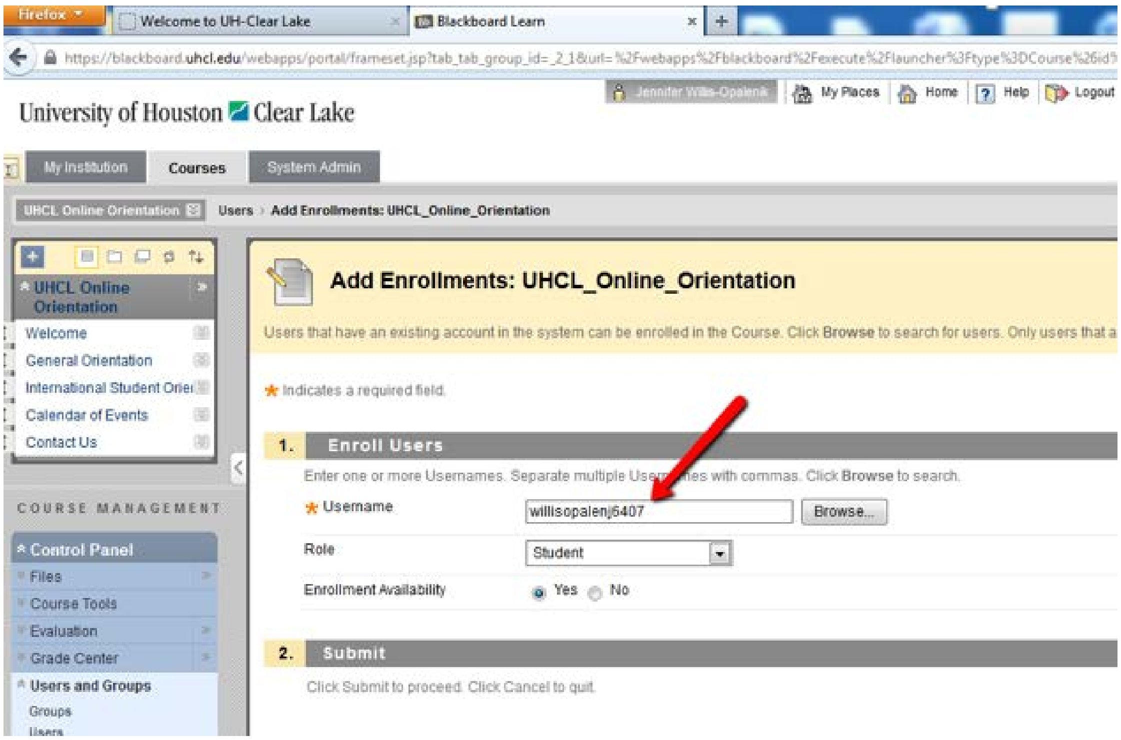
2. From the resulting sub-menu, click the Users link.



3. Click the Enroll User button and select Find Users to Enrollment from the sub-menu provided.

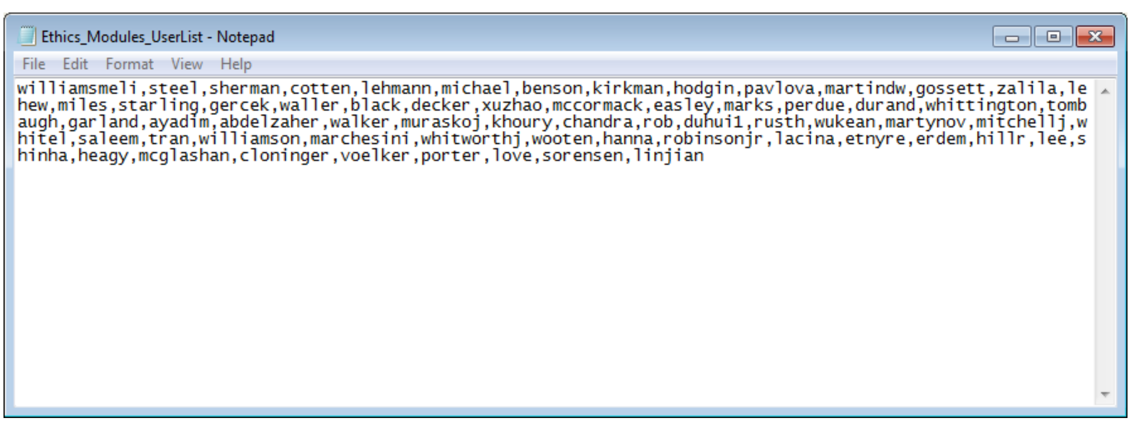


4. Type or paste the participant's UHCL username in the Username field and then click the Submit button. NOTE: The username is the portion of the participant's UHCL email address that appears BEFORE @UHCL.EDU. For example, our hypothetical participant John Smith has a UHCL email address of smithj1234@uhcl.edu. Therefore, his UHCL username is smithj1234.



5. Repeat steps 3 and 4, as needed, until all participants have been added as student role users.

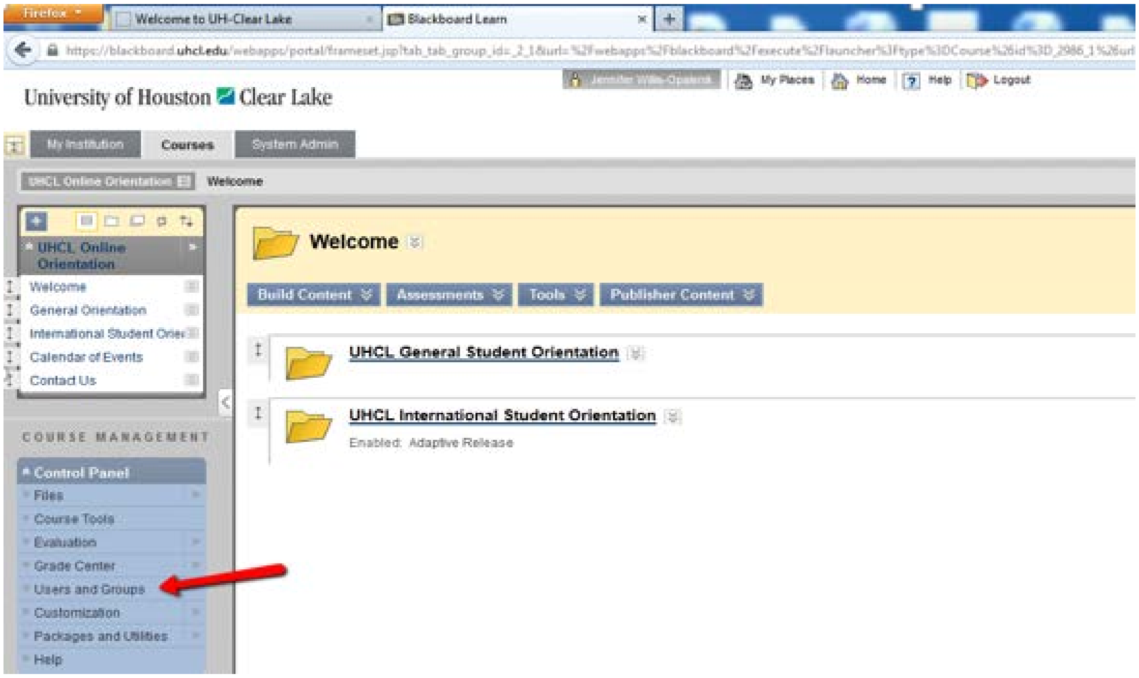
NOTE/IMPORTANT: You can also "bulk add" multiple users by first creating a text document containing the participants' usernames, each separated by a comma (,), as shown below:



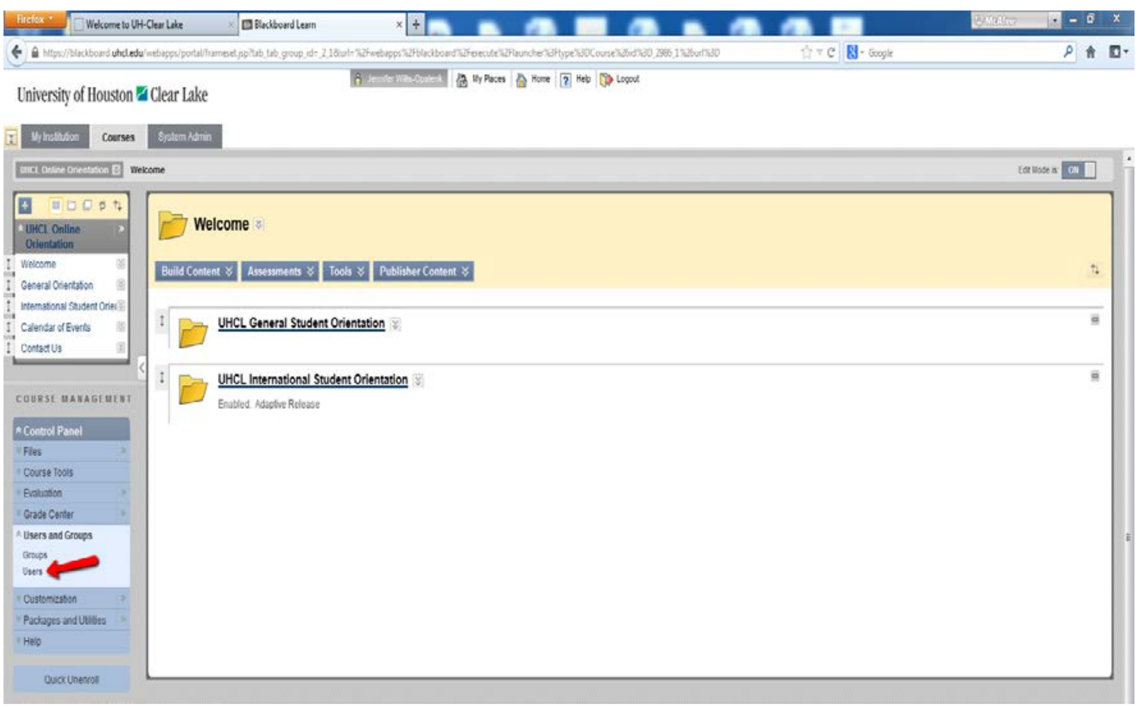
Simply highlight and copy the entire block of text and paste it into the username box shown in step #4 above.

Deleting Participant Enrollments

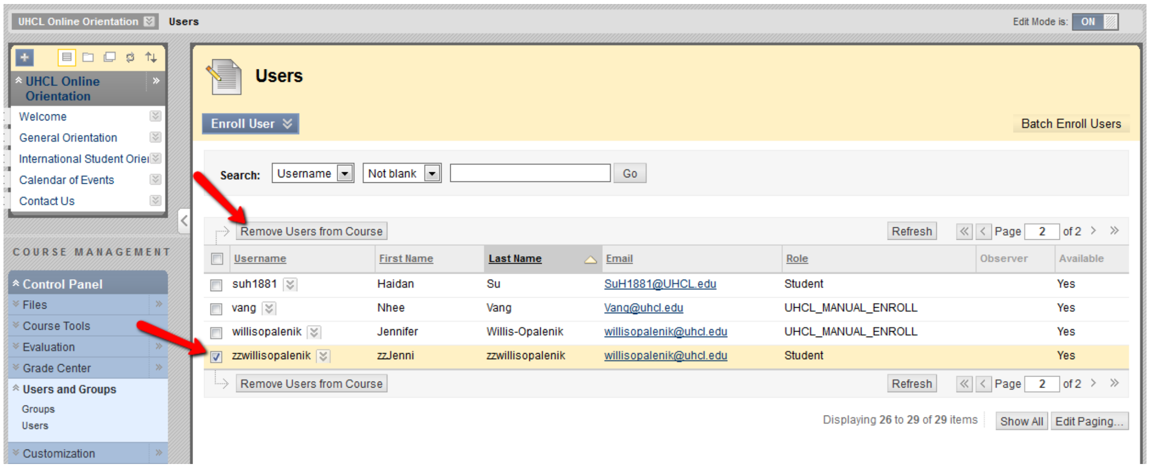
1. In the lower Course Management menu, click the Users and Groups link.



2. From the resulting sub-menu, click the Users link.



3. At the Users screen, click the box located to left of each name that should be removed from the course. Once you have selected all of the students to be removed, click the Remove Users from Course button.



4. You'll then be asked to confirm that you want to remove the selected user(s) from the course. Click the OK button.