



You, Too, Can Succeed Online!

How Can I Succeed in Classes That Use Blackboard?

1. Make sure that you use a device, operating system and browser that is compatible, and that you have access to a strong and stable internet connection. **For browsers we recommend using Mozilla Firefox or Google Chrome.**
2. At the start of the semester, take time to get to know each of your Blackboard courses. Every instructor uses Blackboard differently, so you need to learn how your courses differ from one another.
3. Don't procrastinate! This is true even for classes in which Blackboard isn't used, but on web-supported classes, getting your work done early is especially important.
4. If your Blackboard class uses online quizzes, tests or exams, make sure that you have read and understand the information provided in our team's **Blackboard Quiz Tips** document. A link to that document is provided on our Blackboard login page.

Getting Help

Gather Information First

For the fastest assistance, it's important that you provide some essential information to our team when requesting assistance or reporting a problem.

- Date/Time of Incident
- Course Information, Incl. Instructor
- Location in Course
- Error Message
- Screen Capture
- Type of Device Being Used
- Operating System/Version on Device
- Browser/Version
- Your Location
- Type of Internet Connection

Contact Us

Phone: 281.283.2828

Location: Bayou 2300

Email: SupportCenter@uhcl.edu

Support Center Link:

<https://www.uhcl.edu/computing/services/>

Blackboard Link:

<https://blackboard.uhcl.edu>

Support Center Hours

Mon – Thu: 8AM to 10:30PM

Fri - Sat: 8AM to 5PM

CLOSED SUNDAY

Holiday Hours Vary

University of Houston  Clear Lake



UNDERSTANDING BLACKBOARD AT UHCL

*UCT Course Development &
Support Team*



Mobile Devices and Blackboard – Beware!

Most of us love our mobile devices – tablets and smart phones that provide most of the functionality of much larger computers in an easy-to-carry package. However, when working with Blackboard, users should be aware of some dangers associated with these devices.

Unlike a laptop or desktop computer, mobile devices such as smart phones and iPads/tablets don't run a full version of Blackboard-compatible operating systems, such as Windows or MacOSX. Blackboard needs the features in the full version of these operating systems to function properly.

Lacking the full functionality of a computer, mobile devices are ill-equipped for activities in Blackboard, such as submitting assignments, taking quizzes/tests, and even participating in discussions. Although it's fairly safe to "consume" information, such as accessing documents in Blackboard, **we strongly discourage students from using mobile devices for anything in Blackboard that affects their grade.**

When can I access classes in Blackboard?

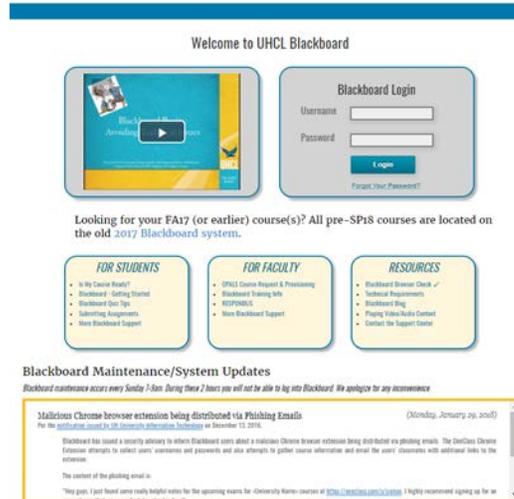
Courses are released to students in Blackboard the **Saturday before their official start date**. If you do not see your course listed in Blackboard, please contact your instructor.

I'm not taking online classes. Why should I care about Blackboard?

Although Blackboard is used to deliver fully online classes, it is actually used much more extensively to support traditional face-to-face and hybrid/blended classes at UHCL than for online teaching and learning. Even if you never take an online course at UHCL, it is extremely likely that you will use Blackboard in your face-to-face classes.

Blackboard ate my homework!

Despite the number of reports that our team receives annually about Blackboard "losing" students' work or "kicking them out of" online tests and quizzes, most of these issues can be traced back to the student's use of a device, operating system and/or browser that is not supported or to an issue with the user's internet service provider or internet connection. We are always willing to look into these issues and we do take them seriously; however, ultimately, **students are responsible for using a Blackboard-compatible system that is properly configured**. If you are unsure if your system is optimized to work with Blackboard, please contact us for information about Blackboard compatibility issues.



*PCLAB\and @uhcl.edu are **NOT** required when logging in to Blackboard*

Before logging into Blackboard, please take time to look at the many resources provided on the Login Page. These include:

1. Quarterly informational video.
2. Links to handouts on key topics, such as the **Blackboard Quiz Tips** document and information about successfully submitting assignments.
3. Under Resources, the "Blackboard Browser Check ✓" link that will quickly determine whether you are using a supported browser and settings.
4. System announcements that give you critical information about scheduled maintenance periods and any Blackboard issues.
5. A link to our team's Blackboard Blog, where we provide tips and support throughout the semester.