

# Blackboard Faculty Quickstart Guide

## I. What is Blackboard? What can Blackboard do for you?

Blackboard is an example of a class of software called “course management tools.” This software allows faculty members to put course materials, links, and quizzes onto the World Wide Web without knowing HTML. In addition, Blackboard includes a number of communication tools, including discussion boards, chat and whiteboards, and email. Blackboard offers students and faculty access to their course materials through a common interface (or “portal”) that also includes tools for personal calendars and tasks lists. In other words, faculty, staff, and students can use Blackboard as an online, web-based organizer accessible from any computer.

## II. Logging into and out of Blackboard

To log into Blackboard, follow these steps:

1. Go <http://blackboard.case.edu/>. Click on the **Login** button on the left.
2. Type your username and password in the appropriate fields (these will be the same as your Case network ID (eg, abc12) and password.)
3. Click **Login**.

You are now logged into Blackboard.

When you are done using Blackboard, particularly if you are on a public computer, be sure to log out of the system so that nobody else can enter your Blackboard area. Just click the **Logout** icon at the top of the Blackboard screen and then close all open browser windows.

## III. Help & Administrative Tools

There are several sources of information available to help Blackboard users, particularly for instructors. To access them, go to your **My Institution** page and look under **My Organizations**. Anyone who is listed as a course instructor should be a member of an organization called **Case Blackboard Instructors**. If you go to this organization’s page, there is a variety of self-help and instructional resources available under **Resources**. Among these resources you will find:

- Blackboard Wizard (tool needed to create a course site and populate it with your enrolled students)
- Using The New Blackboard Wizard
- Getting Started in Blackboard
- Wizard in More Detail
- Using The Assignment Manager
- Tips and Tricks
- Using The Syllabus Link Tool
- View Your Class List Online
- Blackboard 6 Faculty Quickstart Guide (this document, in PDF)
- Blackboard 6 Instructor Manual (important read, shows new functions in Blackboard 6)

- Course Site Deletion (delete a course site you will never use again)
- How to Enroll
- Creating a Test or Survey in Blackboard 6 (a single-topic set of instructions.)
- Instructional Technology & Academic Computing Blackboard Documentation (self-paced instructional handouts online and in PDF)

## IV. My Institution

When you log into Blackboard, the first screen you will always see is called **My Institution**. This page displays important announcements from Blackboard system administrators, as well as announcements from the courses you teach and from all the courses and organizations in which you are enrolled. By default, **My Institution** provides access to your courses, your organizations, the **Search** tool, and your personal account tools. You can personalize **My Institution** to make it more useful to you by adding (or removing) modules with the **Modify Content** button at the top right of the page.

**Tools** - your tools can be accessed from the left side of **My Institution**. This toolbox provides easy access to all of your announcements, Tasks, Blackboard calendar, and address book. More importantly, it points you to the **Personal Information** editor where you can update your information (physical address, and phone or fax numbers) and set your privacy options for this personal information.

*Note: Changes you make to this personal information are only for the purpose of the Blackboard system and will not result in a modification of the information the Registrar or Human Resources has on file for you.*

**Administrator Announcements** - any important system announcements will appear here.

**My Announcements** - any current course announcements, organization announcements, or system announcements will appear here.

**My Courses** - a list of all Blackboard course sites you teach and/or are enrolled in. To access a course site, click on the class name from the list in **My Courses**. (Alternatively, you can choose the **My Course** tab at the top of the screen to view a list of all of your courses as well as the **Course Catalog** listing all Case Blackboard courses.)

**My Organizations** - this optional module contains the link to the Case Blackboard Instructors organization site along with any other organizations you are participating in. It is in your best interest to leave the module visible on the My Institution page, for easy access to the Blackboard Course Wizard and other useful tools.

## V. The Blackboard Wizard

The Blackboard Wizard is a tool designed to help instructors create new Blackboard course sites, populate them with your enrolled students, and add any co-instructors, TA's, or other assistants. The Wizard also lets you add cross-listings, multiple sections, and other courses. In addition, you can use it to remove course sections, cross-listings and individuals, and can reuse Blackboard

course sites with the help of the Wizard.

Access to the Wizard is limited to faculty/staff/students who are listed with the University Registrar as the “Instructor of Record” for a University course. If you are teaching a course and are listed in the Registrar’s Course Catalog as its instructor, you can use the Blackboard Wizard to create a Blackboard site for it. If you are teaching a course, but you do not see it listed in the Wizard, check with the Registrar.

#### Logging into the Blackboard Wizard:

You can reach the new Blackboard Wizard at <http://www.cwru.edu/its/itac/BBWizard/index.htm>

- Log in using your Case ID and password.

#### Adding a New Blackboard Site:

You can only create a new Blackboard site using the Registrar’s data for an official university course.

- Select Add a New Blackboard Site from the side menu.
- Choose the semester in which you are teaching the course and select **Next**. Choose the course that you wish to create a site for, and select Next. You can change your selection at any time by clicking on Make a Different Selection.
- If a Blackboard site already exists for the university course in question, the system will request confirmation that you want to create another site for the course. Select the **Yes** button to create another course, or **No** to return to the first site-addition screen.
- You will be asked to make changes to the course site title if desired. By default, the site title will be the Subject Number and description of the selected course. (For example, MATH 121: CALC FOR SCIENCE & ENGR) You can append a note to the course title indicating the semester, the instructor’s name, or specific section of the course.
- The last thing needed before you can create a new Blackboard course site is a Site ID, a unique identifier for each Blackboard course site. The Wizard suggests a site ID based on the course subject and number and your Case ID, but you can select your own. A site ID cannot have more than 50 characters, must contain no spaces, and cannot use control characters (see the Wizard for examples.)
- Once you have selected your site ID, a confirmation box will appear, showing all of the course site information. Verify the information and select the **Create Site** button to create the site.
- Once the site is created, you will be offered the option to **Add individual Users** to the site, add other course sections (or cross-listed course sections), or **Create Another Blackboard Site** for a different course.

#### Adding Users to your Blackboard Site:

You can use this tool to add enrolled students (by adding entire course sections), or to add individual TA’s, Instructors, Course Builder, Guests, or non-enrolled students to the Blackboard course site.

1. Select **Add Users to a Site** from the side menu

2. Choose the Blackboard course site to which you want to add users and select **Next**.
  - a. The next screen offers the choice of adding either individuals or course sections to the site. If you wish to add individuals as TA's, Instructors, or other roles, select **Individuals**. If you want to add cross-listings or other courses to the Blackboard site, select **Course Sections**. Click **Next** to continue\*.
  - b. Adding individuals:
    - i. For each individual you would like to add to the Blackboard course site, enter their Case ID (e.g. abc123) and the role you would like to assign to them; TA is the default setting, but Instructor, Course Builder, Grader, Student, and Guest are also options. You can add up to 10 individuals at once. Once you have entered the IDs and roles, click the **Add Users** button to add them.
  - c. Adding Course Sections:
    - i. If you have multiple courses, sections of courses, or cross-listings you would like to add to your Blackboard course site, you can do so. This helps instructors who teach several sections of one course who would like to use the same course content for all sections as well as instructors teaching cross-listed courses who need to enroll all students into one site. In the **Choose a Semester** menu, you must select the semester in which the course is being taught. Next, select the course section that you would like to add to the Blackboard site and confirm by clicking the **Add Course** button.

\* If at any point in this process, you want to make another selection, you can do so by clicking on the **Make a Different Selection** link.

#### Removing Users from your Blackboard Site:

You can use this tool to remove groups of enrolled students (by removing course sections), or to remove individual TA's, Instructors, Course Builder, Guests, or non-enrolled students from the Blackboard course site.

1. Select **Remove Users from a Site** from the side menu
2. Choose the Blackboard course site from which you want to remove users and select **Next**.
3. The next screen offers the choice of removing either individuals or course sections from the site. If you wish to remove individual users (such as TA's, Instructors, or non-registered students) select **Individuals**. If you want to remove cross-listings or other courses from the Blackboard site, select **Course Sections**. Click **Next** to continue\*.
  - a. Removing individuals:
    - i. A list of all users will appear. Check the boxes next to the user(s)'s names to select them and click the **Remove Users** button. Be aware that this removal cannot be undone and will result in the deletion of any gradebook entries.
  - b. Removing Course Sections:
    - i. From the drop-down list, choose the course section you want to remove and click **Next**. Confirm the removal of the course section by clicking the **Remove Course** button.

\* If at any point in this process, you want to make another selection, you can do so by clicking on the **Make a Different Selection** link.

### Editing your course title:

The course site title is taken from the Registrar's database and will always contain the subject, course number, and brief description that the Registrar's office has on file. You can edit your course title to add information about the current semester, the instructor's name, the section, or any distinguishing information you consider important. This information will appear in parentheses following the main title information.

1. To make changes to your site title, select **Update a Site Title** from the side menu.
2. From the list, you must choose the course site you would like to update. Click **Next**.
3. If you are working with a cross-listed course, this area will also allow you to select another course listing or section from which to use the title. If you would like to use another course title that is not appearing as an option, you must add that course to the site by selecting **Add That Course to This Site**.
4. Once you have selected the course title you would like to use, you may append text to the title, or edit text you have already added. Anything entered in the "Extra Title Text" box will appear in parentheses following the course site title. (This includes blank spaces or non-ASCII characters.)
5. Click **Update Title** to make the changes.

### Reusing your Blackboard Site:

You can reuse a Blackboard site from one semester to another by following the steps in the Wizard that are listed under **Reuse a Blackboard Site**.

1. Make the course site unavailable, removing it from the current students' view. This must be done through the course control panel within Blackboard.
2. Remove the existing course sections and individuals, such as students and TA's, using the **Remove Users** tool in the Blackboard Wizard.
3. Add enrolled students and other individuals to the site. To add all enrolled students, use the **Add Users** tool and select **Course Sections**. Then select the appropriate semester and course sections to add. To enroll individuals, select **Individuals** and enter their Case IDs and course site roles.
4. Modify the site content within the Blackboard course site itself. Use the Control Panel to access the course areas and add/remove documents.

If you wish to copy content from one course site to another, this can be accomplished through the course **Control Panel**.

### Removing a Blackboard Site:

If you want to remove a Blackboard course site, you can do so through the **Course Wizard**. You may choose to do so if you are not going to teach the course again, if you have other course sites that duplicate the contents, or if you are simply not going to reuse the course site contents. Note: If you are sharing a course site with other instructors, this tool also enables you to remove yourself from the Blackboard course site, making it invisible to you but maintaining other Instructors' access to the course site.

1. Select the **Remove a Blackboard Site** option from the side menu.
2. Click the **Remove** button next to the site you wish removed.

3. If you are sharing the course site with other instructors, the system will ask you whether you would like yourself removed from the course site. If you think that your co-instructors may still need the site content, please remove yourself rather than the course site itself.

## VI. Basics of Course Creation

Once you have created a new Blackboard site, you can access it from the **My Courses** module on the **My Institution** page. The first thing you should do is decide when you are going to make it available to students before or after the content has been added. A new Blackboard site is, by default, not available to anybody besides the instructor(s) and assistants. **To make your Blackboard course site available to your students**, you must go to the **Control Panel**, select **Course Options > Settings > Course Availability**, and then toggle the selection to **Yes** and press **Submit**.

### **Control Panel:**

The Control Panel is the most important part of a course site for an Instructor; from the Control Panel, you can structure, add content, and edit all areas of your Blackboard course. Only instructors have access to all areas of the Control Panel. TA's and other course site assistants have more limited access to the Control Panel, but can still help build the site and grade. Students have no access to the Control Panel, and can only view content you make available to them.

Here are some examples of things you can do with the control panel:

- Add a course description, readings, homework, or other assignments.
- Set up and use communication features such as e-mail, discussion boards, chat, and student groups.
- Provide online quizzes for self-paced assessment.
- Track use of the site by students and other users, or determine which students have access to different parts of the course site.
- Customize the menu structure, color scheme and appearance of each course's Blackboard site.
- Manage the course site participants (add, remove, and change course roles).
- Create assignments, grade student work, and provide students their course grades privately.

### **Content Areas:**

When you open the control panel, you will see a menu on your upper left that lists Content Areas Course Content Areas are used to organize the information that you post on your blackboard site Content areas in this menu correspond to the links in the course menu. By default, content areas are titled Course Information, Course Documents, Assignments, and External Links. If you like, you may personalize this area by changing these titles or creating a new area. These items may be personalized by accessing the Manage Course Menu

under the header Course Options.

All content areas behave in the same way.

When you want to add content to blackboard such as text, images, and PowerPoint presentations, you first must decide in which content area you want the information to be displayed. For example, if you want to add a syllabus to your blackboard site, you may want to display the syllabus under *Course Information*, or *Course Documents*.

Next, in the **Content Areas** menu click on the content area where you want the information to be displayed.

Decide what type of information you want to add to your blackboard site.

- If you want to add a document, text, or images click **Item**
- If you want to add a folder in which you will store content items click **Folder**
- If you want to add a link to a webpage, click **External Link**
- If you want to add a link which will guide students to a different area of your blackboard course, click **Course Link**.
- If you would like to add a Test, click **Test**.
- You may also notice a drop down menu bar on the right upper hand corner of the screen. You can choose to add any of the items listed there to your Blackboard course site as well.

#### To Add an Item:

If you want to add an item to a Content Area, follow the instructions below. If you want to put a new item into a folder, open the folder and then click the Add Item button and follow the steps below.

1. Click on the **+ Item** button. A new screen will load
2. From the text box, choose a **Name** for the item you are adding. Choose the font color by clicking on the “pick” text and then selecting a color.
3. In the **Text** box, either directly type your information or copy and paste it from another document. To paste, you can either use the **<Ctrl>-V** keyboard combination or left click the mouse in the **Text** box and right click to select **paste**, alternatively you can use the browser to select **Edit > Paste** at the top of the window.
4. If you would like to link to a file (a copy of your syllabus or a reading assignment for example) you can do so in the **Content Attachments** area. Click **Browse** to locate the file on that you want to upload to Blackboard. Next type in a name that will become the web link for the file. From the **Special Action** pull-down menu you can choose to Link the image (in which case a user clicks on the link and saves the file to their computer and reads it from there), **Display** the file on the page (where Blackboard and the browser will attempt to open the file within the Blackboard screen), or **Unpackage the file** (particularly useful for a zip file containing multiple linked web pages through which one can navigate).
5. Under **Options** you may choose whether to make the page visible to Blackboard users (you might not want to make them visible while they are under construction).
6. When you are finished making your selections, click the **Submit** button at the bottom of the page to continue, or click **Cancel** to erase all of the information you added.
7. You can **Modify** or **Remove** the information at any time by clicking the appropriate button next to the item in the instructor view of a content area.

### Sorting/Reordering Items in a Section:

Within any given section of the course, you may want to reorder the items within a content area. You will notice that each item has a numbered pulldown box next to it. Pull down the menu and choose a different number to reorder the items.

### Adding Learning Units:

Learning Units are designed to enable you to provide a self-contained learning module for students to progress through at their own pace. It is reminiscent of a slide show in that contains a series of items which are to be viewed in a particular sequence. Items for use in a Learning Unit can include Adobe Acrobat files, text, images, and documents the students can download. You can also link from the **Learning Unit** to an **Assessment**.

1. You can add a Learning Unit to any area of your course site except for the Announcements, Staff Information, or External Links. Learning Units cannot contain folders. To add a Learning Unit, enter a content area, select **Learning Unit** from the drop-down menu, and click the **Go** button.
2. Give the Learning Unit a **Name** and provide any necessary description in the **Text** box.
3. Under **Options**, you may choose to make the Unit visible as well as specify dates and times when it is available. You may also choose whether to require that the unit be viewed in sequential order. You can also have the Learning Unit open in a new browser window.
4. Click **Submit**.
5. You may add items or files within the Learning Unit. An **Item** might include a file that you upload accompanied by descriptive text. If you choose to **Add File**, any file you upload will be displayed within the browser window. This works well for text files, audio and video, Shockwave, and graphics but not for Word or PowerPoint files.
6. Navigate through the Learning Unit by clicking the forward/back directional arrows. You may also view the “table of contents” of the Unit by clicking on the **Contents** button within the Unit.

### To Incorporate an Assessment into a Learning Unit:

1. Create the Learning Unit
2. Enter the Learning Unit, and click on **Add Test**. You will see the option to either create a new test or select an existing test (that has not yet been used.) If there is not an existing assessment you wish to use, click the **Create** button to create the test.
3. Once the test has been created and added to the learning unit, you can either modify the test or the test options. In order to make the test visible to your students, you must choose to modify the test options. Here you can set the availability of the test (dates, times, number of attempts permitted, whether a password is needed) as well as test feedback and presentation format. Once you have set the availability options, click **Submit**.

**Note:** Remember that if you change the availability of an Assessment after students have taken it, the scores will be irretrievably lost. You should synchronize the time/date restrictions of the Learning Unit and the Assessment linked to it—just because the availability of one expires does not mean that the other expires too.

### Course Tools:

The Course Tools are essentially those associated with various aspects of communication and include the Course Calendar, Tasks, Send E-mail, Discussion Board, Virtual Chat, and the Digital Drop Box. Instructions for all of these are located at:

<http://www.case.edu/its/itac/blackboard/communication.html>

### **Course Options:**

The Course Options area within the *Control Panel* allows instructors to modify the functionality of their courses and specify the appearance of their pages.

#### **a) Manage Course Menu**

To specify what parts of Blackboard you want to use in your class (turn off portions you don't want to use), change the heading text that appears on the buttons at the left side of the Blackboard screen, or enable or disable specific tools and communications features use the *Manage Course Menu* section.

You can change the order in which the buttons will appear to the students. To do this, use the drop down menus next to the content areas (for example, if Course Information is set to '2', and Course Documents to '5', setting Course Information to '6' will place it after Course Documents.)

In addition, to change the names of course menu items go to the **Control Panel > Course Options > Manage Course Menu**. Click **Modify** next to the content area you wish to rename. Name changes will also appear under the Content Areas portion of the Control Panel. Finally the checkboxes for *Allow Guest Access*, *Allow Observer Access*, and *Available for Student/Participant Users* allow you to control who can view the content in that area.

#### **b) Settings**

Course Availability – decide whether the class is visible to users (particularly useful if your course creation is in progress and not ready for student use)

Guest Access – set whether guests may view the class materials

#### **c) Recycle Course**

Allows you to recycle your course by removing (i.e., discarding) specific areas of the course and retaining others; keep or delete course information, materials, students, user groups, gradebook, assessments, etc.

#### **d) Archive Course**

Allows you to archive specific sections of a course or an entire course. Please note: only a system administrator may import a course from such an archive.

#### **e) Course Design**

Course Menu Design – choose the color and style of buttons that will appear in the button toolbar to the left of the Blackboard screen.

Course Banner – add an image of your choice to appear as the banner at the top of your Blackboard

pages; simply choose an image file from among your own files.

## **User Management:**

**User management is now best completed by utilizing the Blackboard Wizard, available at:**  
<http://www.case.edu/its/itac/BBWizard/>

**The Wizard allows you to add a new Blackboard site, add users to a site, remove users from a site, verify enrollment, update a site title, reuse a Blackboard site, and remove a Blackboard site.**

The wizard is highly recommended; however, these tasks can also be accomplished through the Control Panel as follows:

The User Management area gives Instructors a way to (1) enroll students, (2) designate TA's, graders, or Course Builders, and (3) create student workgroups by creating Groups and assigning students to those groups. Each Group may have use of communication tools (Discussion Board, Virtual Chat, File Exchange, and E-mail) that are separate from the ones available to the entire class.

*When you log into your class for the first time, the only people who appear as registered course users will be the person designated as the Instructor by the Registrar's database and the students enrolled in the course through the Registrar. Instructors may enroll additional users, including other Instructors, TA's, graders, or Course Builders. If you need to add someone, e.g., a TA, or change a registered user's status (e.g., to a Course Builder), follow the instructions below.*

### **a) Enroll User**

Use this feature to enroll a Student/TA/Grader/Course Builder in your Blackboard course web site. This feature may be used on a case-by-case basis to enroll students who may not appear in the roster automatically. It may also be used to enroll individuals to assist in creating and maintaining the site.

**Note: Before adding a student, you may want to verify his/her enrollment status through the Registrar's office.**

To enroll a user:

Enter the **Control Panel** of the specific course to which you wish to add the user.

Select **Add User** from the **User Management** section.

Search by **Last** name or Username for the user you wish to add

Once you locate the right name, click on the box to the left the user's name to places check mark in the box. Click the **Submit** button to enroll the user in your class.

Click **OK** to return to the Control Panel.

### **b) List/Modify Users**

This feature enables you to change the role of an enrolled user to a TA/Grader/Course Builder.

### ***User Types and Capabilities:***

Instructor - entitled to use all of the available features of each Control Panel

Teaching Assistant - entitled to use all of the available features of each Control Panel

Grader - only has access to the Assessment Control Panel for the purpose of creating quizzes

and updating the Gradebook.

Course Builder - may use the Content Areas, Course Options, and User Management Control Panels to create a course site but does not have access to the Assessment or Course Tools areas.

To change a user's role within the course:

1. Select **List / Modify Users** in the **User Management** section.
2. Search by **Last Name** or **Username** (Case ID) for the user you wish to modify.
3. Once you locate the user, click on the **Properties** button.
4. Scroll down to the bottom of this page until you see a section titled **Role and Availability**.
5. Click the button by the appropriate role to change the user's role.
6. Click **Submit**. The user is now assigned the role you selected for your course.
7. Click **OK** to return to the Control Panel.

### c) Remove Users

Occasionally you may need to remove a user from a course Blackboard site. You may do this through the course Control Panel. However, removing a user is irreversible and should be done only if you are very sure that you want to delete the user. *A word of caution:* when a user is deleted, his/her assessment scores will also be deleted and **cannot be retrieved!**

To remove a user:

Select **Remove Users from Course** in the **User Management** section.

Search by **last** name or user-ID for the user you wish to delete.

Check the box in front of the user's name.

Type the word "Yes" in the box provided, typing it exactly as shown.

Click the **Submit** button.

You will be asked to verify the deletion. Click **OK** to finalize deleting the user.

### d) Manage Group

To manage a group:

1. Click on the **Control Panel** button on the bottom section of the left menu.
2. From the section called **User Management** in the second column of tasks, click **Manage Groups**.
3. To add a Group click **Add Group**.
4. Enter a name and/or description for the group.

There are a number of area accessibility options under the **Group Options** section.

You can select from the following **Group Options** that you may want to enable for the group:

*Enable Group Discussion Board Function* - If checked, this will allow members of a group to participate in discussions with other members of the group.

*Enable Group Virtual Classroom Function* - If checked, this will allow group members to participate in Virtual Classroom sessions with other group members

*Enable Group File Exchange Function* - If checked, this will allow the group members to share files with one another.

5. Press Submit
6. The next screen should contain a message confirming creation of the group. Click

OK to exit this section.

7. You will be taken back to *Manage Groups* where you can see the groups you've created and make changes to or delete the groups. When you click Modify to the right of a group, you will see a menu containing the following options:

*Group Properties* - This choice will return you to the original Group creation menu with the option to change the group name and the various group options

*Add Users to Group* - To add users to the group, click the **Add Users to Group** link. A menu will appear with the tabs Search/A-Z, 0-9/List All. Select **List All**. On the List All menu, select the **List All** button. Add users to the group by checking next to the user's name in the **Add** column. Once you have added all the desired users to the group, click **Submit**.

*List Users in Group* – To display the users in your course, choose the **List All** tab, and click **List All**.

*Remove Users from Group* - Click **Remove Users in Group**. Choose the **List All** tab, and click the **List All** button. In the **Remove** column, check the box next to the names of the users you wish to remove. Type "Yes" in the box in the lower right hand portion of the screen. Click **Submit** to complete the process.

Another option regarding Managing Groups is to remove the group entirely. To do so, click the **Remove** button under the main **Manage Groups** screen.

### **Assessment:**

The Assessment Control Panel lets you create online quizzes, create a pool of questions for online assessments, view the online gradebook, and track usage of the Blackboard course site. See *Section 8* below for step-by-step instructions for creating an assessment.

*Test Manager:* Allows you to create exams, which have point values and the option to return correct answers. You can set a time limit in which students must complete the assessments or limit the number of times they can attempt the assessment in the Availability option associated with each quiz or exam in the Manager. Choose from Multiple Choice, True/False, Fill in the Blank, Multiple Answer, Matching, Ordering, or Short Answer / Essay formats. You may also incorporate questions from a pool of questions.

*Survey Manager:* This lets create surveys, which are the same as tests, except they have no point values, and no correct answer specified.

*Pool Manager:* import a pool of questions or manually add a series of questions, by entering the question and answers, for random or specific selection by the Assessment Manager.

*Course Statistics:* track the use of specific areas of the course by the entire class or by specific users.

*Gradebook:* view students' assessment results by name or by assessment item. Use the Spreadsheet view to see the entire class (the list is not yet in alphabetical order) and all assignments. Add items including written and on-paper assignments, oral grades, etc. You can also export the gradebook into a comma-delimited file which you can open in Excel or any other spreadsheet application.

**Note: The system administrators warn that Blackboard's security may not be adequate to protect confidential information. Use caution when posting grade information other than Blackboard assessments to Blackboard's gradebook.**

## **VII. Support**

The online course manual in HTML format and a link to the Blackboard support site are located in the Control Panel. The manual may be of some assistance. You may also want to review the materials available in the **Case Blackboard Instructors** on the **My Institution Page**. You can use **Contact System Administrator**, located in the **Control Panel** to send mail directly to the Case Blackboard staff regarding questions, comments, and complaints.