

OSU Basic Blackboard Guide

This guide is designed to inform learners about how to perform some common tasks using the OSU Blackboard system and the OSU Portal.

How to get to your course

→Log onto the [your institution] Blackboard portal at

<http://my.oregonstate.edu>

→Select your course link in the *My Courses* box.

More help

→Consider getting a copy of Student Learning Guide to Blackboard by Tejada-Flores, John Wiley & Sons, 2001. <http://www.amazon.com> has used copies.

→Also consult the Student manual in the Tools area of the Blackboard Course

Find a course document

→Select your course link in the *My Courses* box.

→Use the links or buttons on the left hand column of the course menu area to navigate the course materials.

OR

→Select the *Course Map* button to browse all of the course areas.

→When you find the relevant folder or document, select the underlined title or description.

Note: you can resize the left menu bar by clicking and dragging it.

Check your grades

View your entries in the online grade book.

→Select the *Tools* area of the course.

→Select *Check Grade*.

From your Portal page you may select *My Grades* from the *Tools* module, then select the the appropriate course.

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Get help with your account, onid, and Blackboard

The Information Services Computer Consulting Online Helpdesk

If you experience problems with your computer or have difficulties with the Blackboard software please visit the IS Computer Consulting Helpdesk and submit a Help Request Ticket. A "ticket" is a request generated by a form that will be tracked so that you get the appropriate help as quickly as possible.

Login to the ISCC Helpdesk by directing your web browser to:

<http://helpdesk.tss.oregonstate.edu/help>

Where it says: "You are not logged in: Log in Now" use your ONID username and password (e.g. login: *bushgw*, password: *******).

Now, click on "New Request" in the upper left corner.

Next, select the line that reads "Computer Consulting"

You should now be at the *Enter Request* form that allows you to create a support request ticket.

To create a ticket click on the link labeled, New Ticket. Fill in all the fields with the appropriate information. In the last box enter a description of your computer issue. Please give as much relevant information as possible. Once you have finished filling out all the fields click on the Submit button at the bottom of the form.

On the next page note the number that your ticket has been assigned. There is the option of adding an attachment or additional comments. If you do enter any changes make sure that you click on Submit when you are through.

IS Computer Consulting will respond and offer assistance generally within 24 hours. You will receive a notice by e-mail when your ticket has been updated. Login to the Helpdesk and find your ticket under My Tickets. You can view the comments and suggestions from ISCC and then submit a response.

If you need instructions on how to sign up for an ONID account visit this website:

<http://www.onid.orst.edu>

E-mail Address: consulting@oregonstate.edu

Phone Number: 541.737.3474

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Get and submit an assignment

- Select the *Assignments* area.
- Locate the appropriate assignment and select the *View/Complete* link under it.
- Read the instructions and/or select *assignment files* to get the materials. You may print or save these files (File > Save as).
- If you need some time to work on and complete the assignment, select *Save, OK*.
- When you have completed the assignment and are ready to submit it:
 - Select the *Assignments* area.
 - Locate the appropriate assignment and select the *View/Complete* link under it.
 - Type or paste your work into the *Add comments*.
 - Upload your work using the *Choose* button on the File To Attach: line. This will open a browse window that you will use to locate the appropriate file on your computer. Select the file and select *Open* to add it. If you have more than one file to submit, select the *Add Another File* button and repeat the process for the additional file.
 - You may select *Save* at any point to retain the work that you have done so far. This allows you to add work to the assignment in stages.
 - When you have added all of the work needed for your assignment, select *Submit, OK*.
 - Once you have submitted the assignment, you cannot add to it. If you make an error or need to make a change, contact your instructor.
 - You can select the *View/Complete* link under a submitted assignment and receive the message "You've already complete this assignment, click ok to review your results." Select *OK* and you be able to view the work that you submitted as well as the grade and comments from your instructor.

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Post to a discussion board

→Select the Discussion Board button or link (or use the link in the Communications area or relevant Group area).

→Select the appropriate Discussion Forum by clicking on the underlined forum title.

→To read messages, click on a message subject line.

→To reply to a message, while reading the message select the *reply* button.

→To start with a new message, select the *Add New Thread* button.



→To show options, select the *Show Options* tab. From the options bar that appears, you can select some or all messages then the *Collect* button to view the messages on a single page (which can also be printed).

→To search messages, select the *SEARCH* link (upper right in the discussion forum). You can search and collect messages by person or by keyword.

Join a Collaboration session

Try this out at least one day before your first collaboration session so that you may address any technical issues.

→Select the *Communication* area.

→Select the *Collaboration* link.

→Find the appropriate session in the *Session Name* column.

→Select the *Join* button.

⇒If your computer does not have the Java program installed, then a window with a link to the Java program and installation instructions will appear. If you have any trouble making this work, contact your support group at [*support phone and/or email*]. If you are working from a Macintosh, then look for a special link for a Mac compatible session.

→You probably do have Java installed. If so, the collaboration session window will open.

→To send a message to everyone, select the *Compose* button. Write your message (you can also paste it in from a word processor) and select the *Send* button. You may also type directly into the *Compose* line, but the *Compose* window gives more options and control.



→To send a private message to someone in the collaboration session, select the *Private Message*



button, then select username of the message recipient. Type or paste your message and select *Send*.

→To end your session, select the *End* button, then OK.

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Take an assessment (quiz or exam)

Make sure that you are prepared to take the assessment when you select the link to it.

- Select the [*area where you put assessments*] area of the course.
- Select the underlined name of the appropriate assessment.
- Select *OK* when asked "Are you sure you want to take this assessment now?" (Make sure that you do want to take it now!)
- Read the assessment instructions carefully. Make sure that you understand the conditions for taking it.
- Read each question carefully and give the best answer available.
- When you complete the questions shown, select *OK*.
- If you experience any technical trouble with taking the assessment, contact your instructor to concisely (and calmly) explain the circumstances.

Create your homepage

- Select the *Tools* area of the course.
 - Select *Edit Your Homepage*.
 - Enter an introductory paragraph.
 - Enter personal information such as where you are from, your interests, etc.
 - Select the *Choose* button to upload a picture (in .gif or .jpeg format) from your computer.
 - Enter the title, web address (url), and description for up to three relevant websites.
 - Select *Submit*.
 - Edit your homepage anytime using the same steps.
- To view a Home page.
- Select the *Communication* area of the course.
 - Select *Roster*.
 - List All* tab > *List all* button.
 - Select an individual name

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Keep notes online

The Electric Blackboard is a tool that allows you to enter and store text while online. You can also do this in a wordprocessor page that you keep open while online.

→ Select the *Tools* area of the course.

→ Select *Electric Blackboard*.

→ Type or paste your text to the pop-up window. Note that when you check outside of the Electric Blackboard window, it may move to the background (e.g. behind the application that you clicked in). Just because the *Electric Blackboard* vanished does not mean that it closed. Check your web browser to see if another window, with the *Electric Blackboard*, is open.

→ Select *Submit* to save your text.

→ When next possible, open the *Electric Blackboard*, copy the text saved in it, and paste it to a word processor page, then save it. That way you will have the text readily available in your writing environment.

→ To clear the *Electric Blackboard*, select all of the text (WIN ctrl-a; MAC apple-a) > on your keyboard select the delete button > select *Submit*.

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Use the drop box

Learners who have difficulty with the Drop Box typically do not understand that it is a three part operation:

- 1) Prepare the files that you want to submit by Drop Box; these may be files from your word processor, spreadsheet, image editor, database, and so on.
- 2) Add the files to your Drop Box area
- 3) Send selected files to your Instructor's Drop Box area.

Some learners think that by adding a file to their Drop Box that they have also sent that file to the instructor. You must do both.

To add files

- Prepare your files as specified by the assignment.
- Select the *Tools* area of the course.
- Select *Digital Drop Box*.
- Select the *Add a File* button.
- Enter a *Title* for the file (this will help the instructor identify your work. It is important to give your files clear and relevant titles).
- Select the *Choose* button.
- Enter your *Comments* as needed.

If all of the above is successful, you will see a box with the following statement; "This file will be added but NOT sent. In order to send the file, please use the Send File button. Send File can be used to simultaneously Add and Send a file."

- Select *OK*.
- When the *receipt: success* shows, select *OK*.

Keep on adding as many files as you need. When you are ready to send your files to the instructor, do the following steps:

To send files

- Select the *Tools* area of the course.
- Select *Digital Drop Box*.
- Select the *Send File* button.
- Select the file that you want to send to your instructor from the drop down box. Select the down arrow on the *Select File* line and select the title of the file that you want to send. At this point you also have the option to add more files using the steps above.
- When ready to send your file, select *Submit*.
- When the *receipt: success* shows, select *OK*.

To download files

Your instructor and other learners may send you files. Here is how to download them to your computer so that you may use them.

- Select the *Tools* area of the course.
- Select *Digital Drop Box*.
- Identify the title of the file that you want, WIN right-click the title; MAC hold down the mouse button while on the title. From the pop-up menu, select *Save target as...*
- Select the folder on your computer that you want to save the file in and select *Save*.
- Now you can open the file from the relevant program on your computer.