Blackboard FAQs and Notes

I cannot see my course in Blackboard.

- Courses will be visible to students on the day the course starts according to the Course Start Date in Banner. There are term A courses, term B courses, etc. so the course start date needs to be checked if a course isn’t made available on the 1st day of the semester.
- Courses can be made visible by the instructor for the students 3 weeks prior to the Course Start Date. They do this by going to the course Control Panel -> Customization -> Properties -> Set Availability to Yes and click Submit.
- It will take 2-4 hours for Banner to sync with Blackboard after registering for courses.
- Check Availability of the course in Blackboard (Ask Full Time)
- Check Banner (Enrollment, Holds) (Ask Full Time)
- May have been VOID (Each semester has a VOID date if the student has a balance of over $3,000. Forward to OSA.
- May be enrolled in bb.csis.pace.edu – contact Nancy Uhl 914-422-4441

I can’t see the course I am teaching in Blackboard.

- Check Banner (Helpdesk Issue) – All instructors need to be added through Banner.

I cannot delete/edit my posts in the Discussion Board.

- By default this is turned off
- The instructor will have to enable this option (refer to CTLT)

I cannot see the links like Course Documents.

- Click the little grey bar on the far left of the screen
Instructor sends email and looks like “gobbley gook”.

- Content formatted in Word will not play nice the Blackboard formatting
- Copy text into Notepad, Copy text again from Notepad into Blackboard
- Send an email straight from Outlook (CRN.TERM@pace.edu)

Instructor needs course roster.

- Blackboard Course -> Course Tools -> Course Photo Roster
- Blackboard Course -> Users & Groups -> Users
- Portal -> Faculty -> Course Roster

Attaching Documents.

- Multiple documents are allowed to be attached to assignments
- Only 1 document is allowed to be attached to a Discussion Board post

I want my course to be copied or combined.

- Put a ticket in for technical services

My Course Copy did not copy any documents.

- Course Copies will add the documents to the bottom of the links on the left (Scroll Down)

Adding TA’s.

- TA’s cannot be a student who has been or is currently enrolled in that course
- Banner will automatically sync them back to a student

Blackboard Help

- http://www.pace.edu/ctlt/node/51

Portal Help (Faculty)

- http://www.pace.edu/ctlt/portalhelp