

## 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 1<sup>st</sup> 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.**

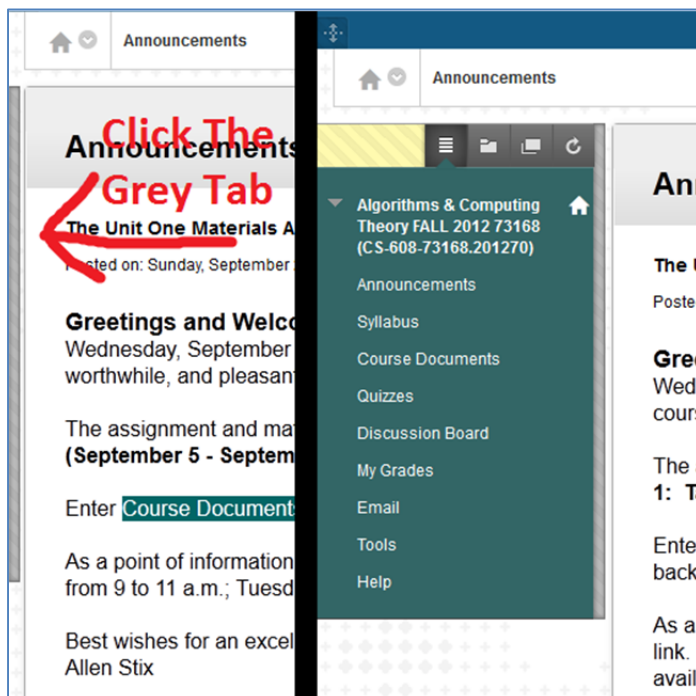
- Check Banner (Helpdesk Issue) – All instructors need to be added through Banner.

### **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](mailto: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/ctl/node/51>

**Portal Help (Faculty)**

- <http://www.pace.edu/ctl/portalhelp>