



Standard Operating Procedures for Blackboard Policy

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01. Policy Statement

The purpose of this document is to define the manner in which Blackboard is to be used by students, faculty and staff, and the method of support provided by Information Technology Services (ITS) and the Office of Academic Technology.

All users of Pace Information Technology, including Blackboard, are required to abide by Pace University's Appropriate Use Policy for Information Technology. This Policy can be viewed in its entirety at ITS's website <http://www.pace.edu/information-technology-services/about-its/policies-projects/it-appropriate-use-policy/>.

02. Information Technology Services (ITS) and the Office of Academic Technology

Roles of ITS and Academic Technology

ITS serves as Pace University's central organization for technology services and systems for students, faculty, and staff. ITS manages Blackboard administrative and technical requests.

The Office of Academic Technology, a unit within ITS, is responsible for Blackboard user training and requests, such as the creation, uploading and incorporation of course content, instruction on how to use Blackboard, and any functional issues.

Procedure to Request Blackboard Support

For assistance, ITS and Academic Technology may be reached by phone, email or by accessing the online, self-service helpdesk at <https://help.pace.edu>.

- | | | |
|-----------------------|----------------|-----------------------|
| • ITS | (914) 773-3333 | pacehelpdesk@pace.edu |
| • Academic Technology | (914) 773-3664 | acadtech@pace.edu |

The course ID, with the **CRN** (e.g., - **UNV-101-12345.TERM**), should be included in the request.

Requests for faculty support should be sent by the Instructor, Department Chair or Point-of-Contact (i.e., School/College IT lead). Points-of-Contact may be found at **XXXXX**. These requests include:

- Creating New User Accounts (non-Pace employees)
- Creating New Course Shells (without a Pace-issued CRN)
- Deleting Old Course Shells
- Creating Community Groups
- Copying Course Shells
- Combining Course Shells
- Technical Difficulty Issues
- Student Roster Issues

Requests for student support can be sent by the people mentioned above as well as the student. Requests include:

- Accessing Courses
- Receiving Email through Blackboard
- Submitting Assignments
- Exam Procedures



- Attending Blackboard Collaborate Sessions
- Technical Difficulty Issues

03. Blackboard and the Banner Student Information System

Administration of the Blackboard System

Much of the Blackboard system's administration is performed by an automated process with Pace University's Banner System data. This includes the creation of accounts, user role permissions, course shells, faculty assignments and student enrollment.

Reconciliations

The reconciliation process is performed every fifteen minutes.

04. Blackboard Accounts

Student and Faculty Accounts

All Pace students and faculty have a Blackboard account created for them once they have registered completely (in the case of faculty, with the Human Resources Department) and have been entered into the Banner System. Users should access Blackboard via blackboard.pace.edu. Users who are unable to access Blackboard should contact ITS to generate a help desk ticket.

Faculty no longer employed at Pace will have their Blackboard account disabled.

Students who are deemed as inactive will have their Blackboard account disabled.

Guest Accounts

If a non-Pace person (i.e., no record in Banner) requires access to Blackboard (e.g., guest lecturer, contract worker), a Pace sponsor (faculty or staff only) must complete and submit an IT Resource Access Request form, accessible at <https://aspnetweb.pace.edu/MIISWorkflow/>. (Note: A VPN connection is required to access this link from off-campus). The sponsor should select both the Email and Blackboard checkboxes to enable Blackboard access and activate the new guest account to be used for email. For previously created accounts, which have expired, the sponsor must log back in to the link above and find the expired guest account under the Existing Accounts section. The sponsor can then extend (reactivate) the account to be used again.

05. Blackboard User Roles

In addition to students, enrolled users have a specified role in a Blackboard course. These are:

- Instructor
- Teaching Assistant
- Course Builder
- Grader
- Guest

Instructor

Instructors have access to all areas in the Control Panel. This role is generally given to those developing, teaching, or facilitating the class. Instructors may access a course that is unavailable to Students. Administrators can limit Instructor access to the following features:



- List / Edit Users
- Create User
- Batch Create Users
- Delete Users
- Enroll Users
- Settings
- Import
- Export
- Archive

Please note: In order to add an additional Instructor to a course, all requests must be made to the department chair and processed through Banner.

Teaching Assistant

The Teaching Assistant role is that of a co-teacher. Teaching Assistants are able to administer all areas of a course. Their only limitations are those imposed by the Instructor or System Administrator. A Teaching Assistant cannot delete an Instructor from a course.

Teaching Assistants have access to most all tools and features in the Control Panel. If the course is unavailable to Students, Teaching Assistants still have access to the course. Teaching Assistants are not listed in the Course Catalog listing for the course.

There are two methods to add a TA to a Blackboard course:

Option 1: An Instructor may add a TA following the below steps (*recommended*):

1. Log in to Blackboard
2. In "Course Management" in the left panel, expand the "Control Panel"
3. Expand "Users and Groups"
4. Select "Users"
5. Click "Find Users to Enroll"
6. Enter the username for the TA in the "Username" field
7. Change the "Role" dropdown menu item to "Teaching Assistant"
8. Ensure that the "Enrollment Availability" is "Yes"
9. Click "Submit"

The desired TA will be added immediately to the course.

IMPORTANT: Please take care when adding a TA and read the following to avoid potential issues:

If the selected role is **Student** instead of **Teaching Assistant**, our automated system will recognize the error and the course will become unavailable to the student. Therefore, it is important to make sure you are selecting the role of **Teaching Assistant** when adding users. If a student is not showing up in a course, the student should confirm proper enrollment by calling the Office of Student Assistance.

If a TA has been incorrectly added, the Instructor will need to use the following steps to change the course availability:

1. Log in to Blackboard



2. In "Course Management" in the left panel, expand the "Control Panel"
3. Expand "Users and Groups"
4. Select "Users"
5. Click the "Options Menu" dropdown next to the username
6. Click "Change User's Availability in Course."
7. Change the "Availability" dropdown menu item to "No"
8. Click "Submit"
9. Ensure that the "Enrollment Availability" is "No"

Option 2: Requests to add a Teaching Assistant can be made to ITS at <https://help.pace.edu>. These requests must come from the Instructor or the Blackboard Point of Contact. The TA must have a valid Pace email account. The TA's name and username and the complete course ID, with the **CRN** (e.g., - **UNV-101-12345.TERM**) must be included in the request. You must allow at least 1-3 business days for processing.

Course Builder

The Course Builder has access to most areas of the Control Panel without having access to Student grades. A Course Builder can still access the course if it is unavailable to Students. A Course Builder cannot delete an Instructor from a course.

Course Builders have access to the areas of the Control Panel in the following list. The tools and functions within each area can vary depending on the settings the System Administrator has put into place, including enforcing a course template and customizing the role of Course Builder. The Instructor can also limit the availability of certain tools and functions.

- Course Files/Content Collection
- Course Tools
- Users and Groups
- Customization
- Packages and Utilities
- Help

Grader

A Grader assists the Instructor in the creation, management, delivery, and grading of items, such as Tests and Discussion Board posts. A Grader also assists the Instructor with managing the Grade Center. A Grader cannot access a course if it is unavailable to Students.

Graders have access to the areas of the Control Panel in the following list. The tools and functions within each area can vary depending on the settings the System Administrator has put into place, including enforcing a course template and customizing the role of Grader. The Instructor can also limit the availability of certain tools and functions.

- Course Files/Content Collection
- Course Tools
- Evaluation/Grade Center
- Packages and Utilities, limited
- Help

Guest



Guests have no access to the Control Panel. Content Areas within the course are made available to Guests. Visitors, such as prospective students, alumni, or parents, may be given the role of Guest.

06. Blackboard Course Photo Roster

NOTE: Student photos should NOT be printed for security reasons.

Student pictures are available in the Course Photo Roster Tool of each course. Only instructors and TAs of the course can view the pictures by accessing *Control Panel > Course Tools > Class Photo Roster*. Only students who have pictures available in Pace's security database will be visible. The photos are updated manually at the beginning of every semester. If the instructor feels it is necessary, an update can be requested by submitting a ticket to ITS.

07. Creation of Blackboard Course Shells and Communities

Course Shell (with CRN) Creation

All courses that are assigned a Course Registration Number (CRN) will have a course shell generated automatically every semester. The process of adding the respective instructors is an automated process completed with the teaching assignment data received from Banner.

Developmental Course Shell (without CRN) Creation

Developmental course shells created on Blackboard may be requested from the online helpdesk at <https://help.pace.edu>. Requests must include the name of the course shell, the reason for the course shell creation, and the user ID of each user from the Pace community who should be added to the shell. Please note that only Pace faculty and full-time staff will be allowed to request course shells of this type and they will be held responsible for the course shell and those who have been added to the shell.

Community Creation

A community in Blackboard may be requested through the online helpdesk at <https://help.pace.edu>. The name of the community and anyone from the Pace community who should be added to the shell must be included in the request. Please note that only Pace faculty and full-time staff will be allowed to request shells of this type and they will be held responsible for the course shell and those who have been added to the shell. The creation and updating of community shells operates under a separate set of guidelines than those of regular course shells.

Preference for Blackboard requests is given to those concerning academic course shells over community shell requests. There is usually a high volume of requests just prior to (two weeks before) and after the start (the first two weeks) of the semester. Requests for community shells submitted during these times will be processed only after all requests concerning academic course shells have been addressed.

08. Course Shell Availability

NOTE: ITS is unable to manually enroll instructors and students into Blackboard courses.

Course Shell Availability for Faculty



Course shells will be made available to their respective faculty members fifteen minutes after the teaching assignment has been added to Banner and up to two months prior to the official start date of the semester. If a Blackboard course shell is not seen in the instructor's list of courses, the department chair should be consulted to ensure that the teaching assignment has been entered into Banner. If the course shell is still not seen after the teaching assignment has been confirmed and listed in Banner, then ITS should be contacted for customer support.

Course Shell Availability for Students

Students are enrolled automatically in their respective Blackboard courses fifteen minutes after they have **officially** registered for them, within two months of the course start date.

By default, all new courses are made "Unavailable" to students until the official start date of the course (i.e., the Course Start Date as listed in Banner). The "Unavailable" tag next to a course in a faculty member's course listing means that the course is unavailable to students, even though it is available to the faculty member. Faculty who wish to provide their students access to their course shells before the start of the semester may do so starting **three weeks** prior to the Course Start Date. All students will have access to their course shells on the Course Start Date, regardless of whether the instructor has made the course "available" early or not. The Office of Academic Technology can assist instructors in making courses available to students early.

Students will retain access to their courses on Blackboard until six weeks after the end of the semester.

Student Drops and Withdrawals

Students who have followed the registration process to officially drop or withdraw from a course will no longer have access to the course on Blackboard. A red slash will appear next to their name in the Blackboard course roster, which will only be visible to the Instructor.

Students Auditing a Course

Students who are auditing a course are also entered into the Banner system, and therefore they are also enrolled into the Blackboard course.

09. Blackboard Course Shell Copying

Only Pace faculty members who are responsible for the specified courses (as listed in Banner) may request a course shell copy. When a course shell is copied, all course content will be transferred over to the new shell unless otherwise specified in writing. The **COMPLETE** course ID, with the **CRN** (e.g., - **UNV-101-12345.TERM**) for the source and destination courses, should be included in the request. If a course copy is needed from another faculty member's course, ITS must receive permission from both faculty members in order to process the request. In this scenario, the following options are available:

- 1) The instructor desiring a copy makes a request to the online helpdesk at <https://help.pace.edu> and provides a copy of the request to the instructor granting permission to copy the shell. The instructor granting permission to copy the course shell would then upload approval via the helpdesk ticket.
- 2) Both instructors contact an individual listed as a Point of Contact. A single request can then be submitted to the online helpdesk by the Point of Contact. Points of contact may be found at

10. Combining Blackboard Courses

Requests for combining courses is usually performed in cases in which an instructor is teaching multiple sections of the same course and wishes to have one course shell with the rosters from each section combined into that course shell. The instructor and students will only have access to the combined course and the original individual courses will be unavailable.

Please note that there is no way to differentiate between sections in the combined roster. Requests for combining courses can only be accepted from the Pace faculty member(s) who is/are responsible for the specified courses (as listed in Banner). The person(s) making the request must specify which course's content is to be carried over. The **COMPLETE** course ID, with the **CRN** (e.g., - **UNV-101-12345.TERM**) of all courses involved should be included in the request.

A request for a course combine CAN BE DECLINED after the semester has already started if there are student data in either of the courses, as discussion posts, student submissions and grade center data will not be copied over.

11. Online, Archived and Deleted Blackboard Courses

Online Courses

Courses that are less than three academic years old reside online (blackboard.pace.edu).

Archived Courses

Courses that are older than three academic years, but less than seven years old, are archived and not visible within blackboard.pace.edu. Archived courses may be retrieved temporarily by contacting ITS. The course ID and length of time (generally restores are limited to one month of access) for which access is desired must be specified. Archived courses will remain on the archive server for three years before being deleted permanently.

Deleted Courses

Courses older than six years will be deleted permanently. Once deleted, it is not possible to restore a course unless the instructor has a local course export/archive file.

Rotational Schedule

As an example, in 2014, at the end of the Fall Semester, courses from the 2014 Fall Semester back to and including the 2012 Spring Semester are online. Courses from the 2011 Fall Semester back to and including the 2009 Spring Semester are archived. Courses from the 2008 Fall Semester and older are deleted permanently. The rotation continues at the end of each semester, adding a new semester's courses online, moving the oldest online semester's courses to the archive server, and deleting the oldest archived semester's courses. See the below table for an example schedule by semester.

Example Schedule of Online, Archived and Deleted Blackboard Courses for
Semesters Ending Fall 2014 through Spring 2017



At the End of This Semester	Courses Available Online	Archived Courses	Deleted Courses
Fall 2014	Spring 2012 – Fall 2014	Spring 2009 – Fall 2011	Fall 2008 and older
Spring 2015	Fall 2012 – Spring 2015	Fall 2009 – Spring 2012	Spring 2009 and older
Fall 2015	Spring 2013 – Fall 2015	Spring 2010 – Fall 2012	Fall 2009 and older
Spring 2016	Fall 2013 – Spring 2016	Fall 2010 – Spring 2013	Spring 2010 and older
Fall 2016	Spring 2014 – Fall 2016	Spring 2011 – Fall 2013	Fall 2010 and older
Spring 2017	Fall 2014 – Spring 2017	Fall 2011 – Spring 2014	Spring 2011 and older

12. Blackboard Maintenance

Maintenance is performed on the Blackboard server in an effort to maintain stability and uninterrupted availability, subject to the University's IT Disclaimer. These procedures are usually performed during non-peak hours of the server. Please consult <https://status.pace.edu> for more information regarding the status of Blackboard and other ITS services. Downtime is listed every morning from 6:30AM – 7:30AM. The system is generally available at all times but can be down during this time for critical updates.

13. Revision History

Version	Date	Change	Author
2.2.15	02/02/15	Pace policy format, reorganization, and multiple edits.	ITS

14. Disclaimer Statement

Pace University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the Blackboard environment. Users are responsible for reviewing this Policy periodically to ensure continued compliance with all Pace University Blackboard use policies.