

What's New with NYU Blackboard?

By Ethan Ehrenberg

The ITS Faculty Technology Center (FTC) has a number of new training and support options to help faculty using NYU Blackboard, the University's online course management system.

ONLINE TOOLS

- **Intro Tour**

Never used NYU Blackboard? Find out what it is, what it can do, and why it is used in over two-thirds of NYU's courses.

- **Getting Started Assistant**

Need help getting started? This Assistant guides new or returning faculty through the process of setting up and accessing a Blackboard course.

- **Self-Paced Tutorial**

Ready for advanced features? This tutorial will take you from beginner to intermediate status in less than two hours.

Access these features and more on the ITS FTC Blackboard website: <http://www.nyu.edu/its/ftc/blackboard/>.

- **Blackboard Help Request Form**

Issues with accessing or activating a course? Problems with student enrollment? Questions about how to use Blackboard? Experiencing system problems or an error? The new Blackboard Help Request Form is the fastest way to have the ITS team of Blackboard experts solve whatever obstacle you may encounter.

Access the Blackboard Help Request form through NYUHome at the top of the Blackboard Classes Channel, or at <http://www.nyu.edu/its/ftc/blackboard/problem.html>.

FACE-TO-FACE ASSISTANCE

- **Hands-on Workshops**

Workshop participants enjoy expert assistance in building engaging Blackboard course sites that can transform teaching and learning.

- **Blackboard Faculty Clinic**

The Doctor is IN! Each Friday from 11:00am – 1:00pm at the Faculty Technology Center, 35 W. 4th St., 2nd Floor. Faculty already using Blackboard can walk in to share questions, troubleshoot problems, and brainstorm ideas with other faculty members and the resident Blackboard Doctor on call.

To access a schedule of workshops, request a new workshop, and find more information about the Clinic, visit the ITS Blackboard Classes page: <http://www.nyu.edu/its/classes/blackboard.html>.

Fall's Helpful Hint:

Course shells must be activated each semester using the course request form (see <http://www.nyu.edu/its/accounts/facaccts.html>). Once activated, a course shell should be accessible online within 15 minutes. The roster, however, may take up to 8 hours to populate, and content carried over from a previous semester may take up to 24 hours to appear.

Remember to make your course available and then click "Update Channel Information" at the bottom of the Blackboard Classes channel if you don't see your class listed.