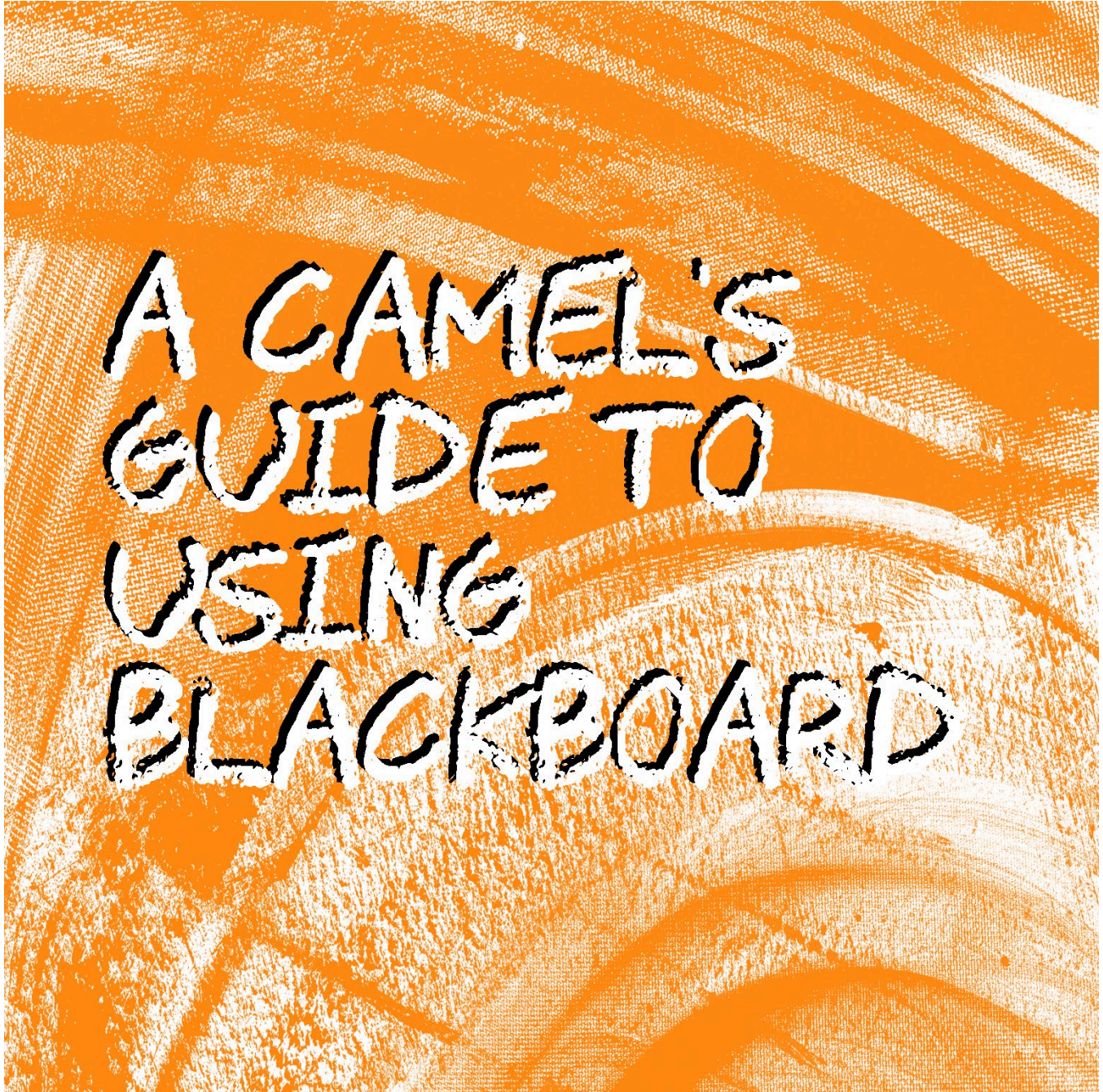




# A CAMEL'S GUIDE TO USING BLACKBOARD





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## Welcome

On behalf of Campbell Information Technology Services, we are happy to welcome you to the Campbell University family!

Information Technology Services provides you with a wealth of resources to help you as a Campbell student. Please reach out to us at any time for information related to your Campbell email account, Password issues or other general Information Technology questions.

You can always reach us via our Helpdesk link at <https://helpdesk.campbell.edu> anytime.

The entire Information Technology Services team wishes you the best of success as you pursue your academic goals here at Campbell!

## Finding Blackboard Help

As we mentioned earlier, you can find Blackboard login help by contacting the CU Helpdesk at <https://www.campbell.edu/information-technology-services/help-desk/blackboard/> - please note our operating hours are University Business Hours (Generally 8:30am – 5pm)

There are also many helpful Blackboard Self Service options available for your use below:

Blackboard Learn Original help:

<https://help.blackboard.com/Learn/Student/Original>

[https://help.blackboard.com/Learn/Student/Original/Watch\\_Videos](https://help.blackboard.com/Learn/Student/Original/Watch_Videos)

Blackboard Ultra help:

<https://help.blackboard.com/Learn/Student/Ultra>

[https://help.blackboard.com/Learn/Student/Ultra/Watch\\_Videos](https://help.blackboard.com/Learn/Student/Ultra/Watch_Videos)

Blackboard 24/7 help (after hours helpdesk support)

<https://help.edusupportcenter.com/shplite/campbelluniv/home>

Blackboard Quick Start:

Visit the links below for a quick basic overview of Blackboard Original and Ultra Courses:

[https://help.blackboard.com/Learn/Student/Original/Quick\\_Start](https://help.blackboard.com/Learn/Student/Original/Quick_Start)

[https://help.blackboard.com/Learn/Student/Ultra/Quick\\_Start](https://help.blackboard.com/Learn/Student/Ultra/Quick_Start)

## Your CU Username and Password for Blackboard

You will always use your Campbell Network Account for accessing Blackboard.

If you need help with setting up your CU network accounts visit our help page at

<https://www.campbell.edu/information-technology-services/help-desk/account-and-password-management/>

## Testing your Browsers

Before you use Blackboard for the first (or 50<sup>th</sup>) time it is a good idea to test your favorite web browsers to make sure they have the necessary requirements to be used with Blackboard. Click the link below in each browser you use to test your browsers compatibility and that you have disabled pop-up blockers, etc. that would interfere with your use of Blackboard:

[https://help.blackboard.com/Learn/Student/Getting\\_Started/Browser\\_Support/Browser\\_Checker](https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker)

## Logging into Blackboard

Most students choose to login to Blackboard through the Current Students page on the CU website:

<https://www.campbell.edu/students/>

Alternatively, you can access CU's Blackboard directly at <https://blackboard.campbell.edu/>

Either way you get to the same Blackboard pages.

The Blackboard Login Page looks like this – Click on the large “orange” block to login using your CU Account:



## Navigating Blackboard – Base Navigation and Course Navigation

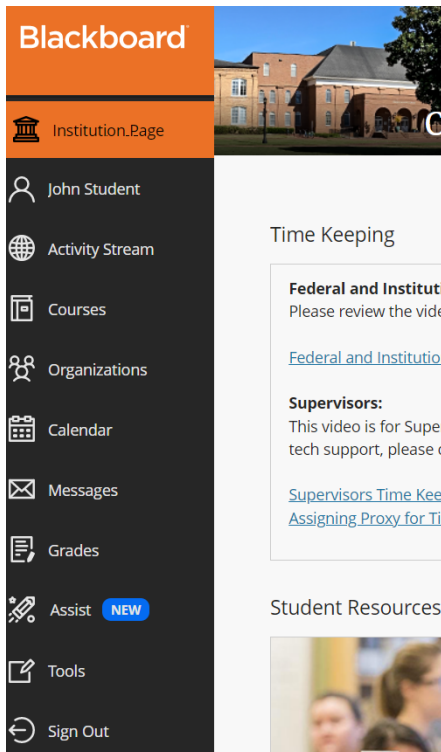
There are two kinds of navigation in Blackboard. The main system navigation is called “Base Navigation” which is always the same, and is where you login to to access your courses. There are also two different kinds of course navigation (depending on the course view) which can be either Ultra Course View (newer) or Learn Original View (older courses). While your courses may look slightly different from course to course, the Base navigation will remain the same whenever you login.

### Base Navigation:

To navigate within Blackboard, use the links in the course menu on the left of the Blackboard Site (called Ultra Base Navigation) and within your courses (Called either Original Course View or Ultra Course View).

The main Blackboard Ultra Base Navigation will let you access Institutional Resources, your Blackboard Account Information, activities related to your courses (Activity Stream), your Courses, your Organizations, your calendar (which you can customize by adding dates and activities), and your course Grades.

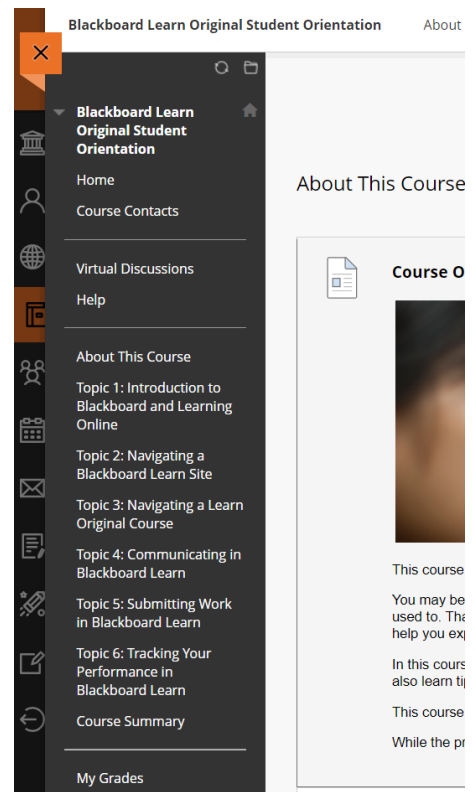
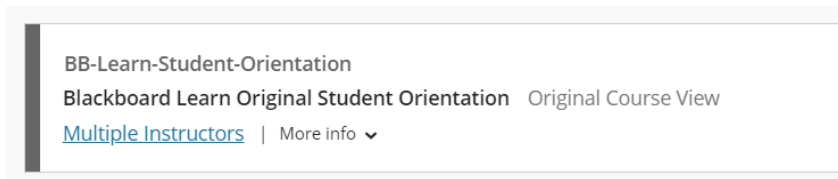
There is also an Assist menu that takes you to many of the Campbell University services.



## Blackboard Base Navigation

## Blackboard Original Course View:

Blackboard Original Course View navigation can be customized by your instructors, so you may see slight differences in the course menus between your courses. *Instructors can customize their Blackboard Original course sites to meet individual class needs.* This means you will find some instructors may put the course syllabus and other files describing the course under Syllabus or About This Course tab. Instructors may also vary where they put your course content files (handouts, PowerPoint files, etc). They may be located under Documents or within weekly lessons or assignments. Each of your instructors may have a different naming scheme, so be prepared to explore a bit in each course to determine where your instructor may be placing your course materials, tests, and other related resources.



## Blackboard Original Course Navigation

You can find more information about Original Course Navigation on the Blackboard Help Site here:

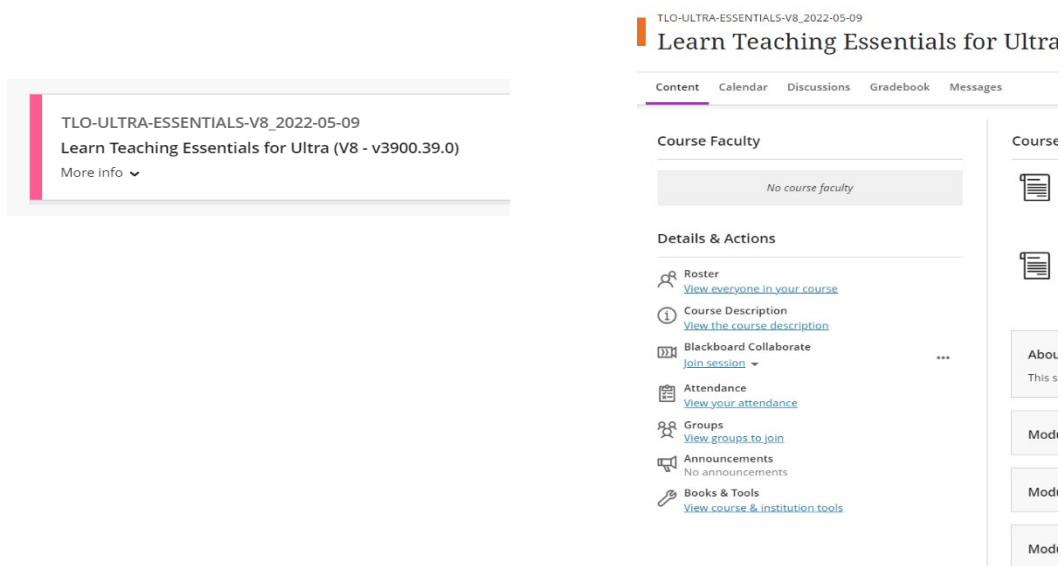
[https://help.blackboard.com/Learn/Student/Original/Quick\\_Start](https://help.blackboard.com/Learn/Student/Original/Quick_Start)

## Blackboard Ultra Course View:

Some professors elect to use newer Blackboard Ultra courses (denoted by Fuchsia bar next to the course under the Courses navigation menu)

Blackboard Ultra courses have a more standardized menu structure that makes them easier to navigate on devices like Tablets, Smartphones, etc. but they may seem confusing at first, especially if you are used to the Original View.

Note that in Ultra Course View there are two navigation areas: One along the Top of the page (Content, Calendar, Discussion, Gradebook, Messages) and the other at the Left of the page (Roster, Course Description, Attendance, etc.)



## Blackboard Ultra Course Navigation

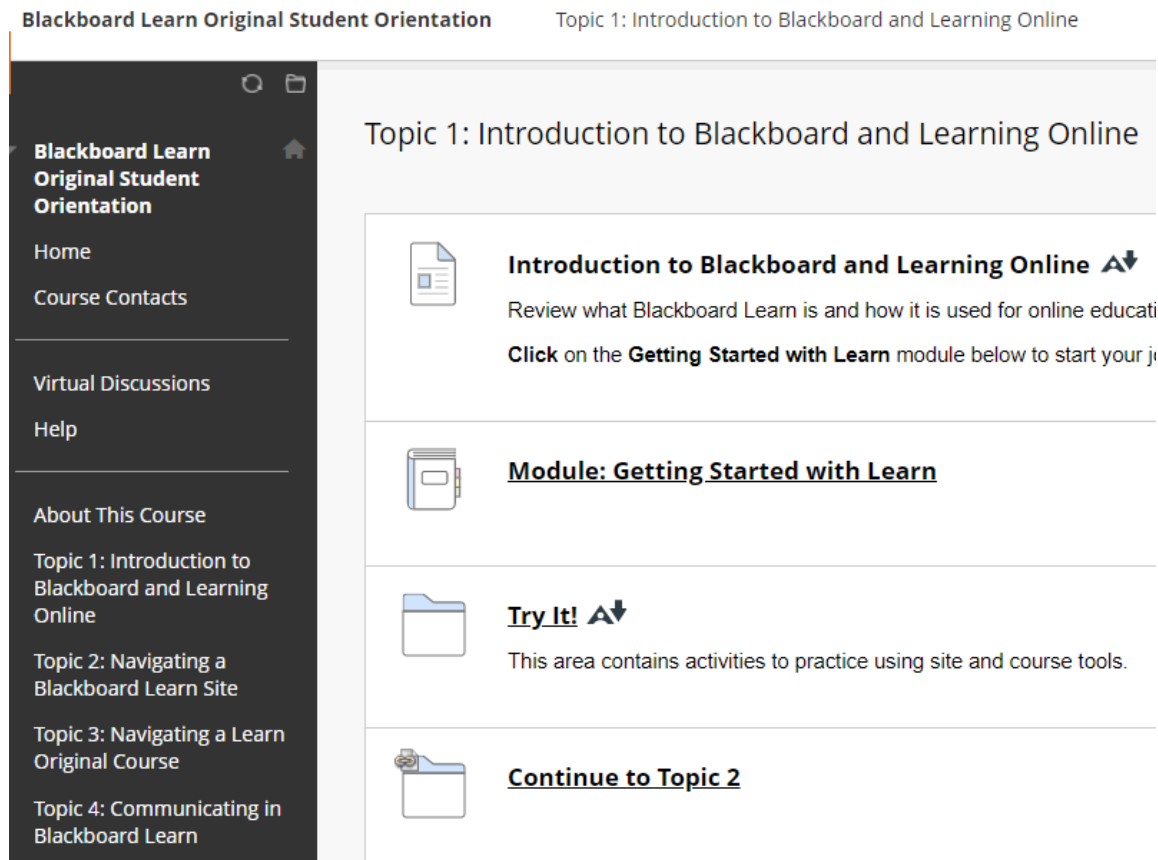
You can find more information about Ultra Course Navigation on the Blackboard Help Site here:

[https://help.blackboard.com/Learn/Student/Ultra/Quick\\_Start](https://help.blackboard.com/Learn/Student/Ultra/Quick_Start)

## Viewing Blackboard Course Assignments

### Original Course View:

To view your course assignments in the Blackboard Original Course View you will need to look through the navigation options on the left-side of your course and explore each weekly topic/area to see where you need to focus in the course. This will be different for each instructor and course in the Original course View.



The screenshot displays the Blackboard Learn Original Student Orientation interface. The top navigation bar shows "Blackboard Learn Original Student Orientation" and "Topic 1: Introduction to Blackboard and Learning Online". The left sidebar contains a navigation menu with the following items: Home, Course Contacts, Virtual Discussions, Help, About This Course, Topic 1: Introduction to Blackboard and Learning Online (highlighted), Topic 2: Navigating a Blackboard Learn Site, Topic 3: Navigating a Learn Original Course, and Topic 4: Communicating in Blackboard Learn. The main content area is titled "Topic 1: Introduction to Blackboard and Learning Online" and contains three items: "Introduction to Blackboard and Learning Online" (with a document icon and a description: "Review what Blackboard Learn is and how it is used for online education. Click on the Getting Started with Learn module below to start your journey."), "Module: Getting Started with Learn" (with a folder icon), and "Try It!" (with a folder icon and a description: "This area contains activities to practice using site and course tools.").

To upload assignments (Papers, etc.) follow the instructions related to the individual assignment.

See this link for more information:

[https://help.blackboard.com/Learn/Student/Original/Assignments/Assignments\\_FAQ](https://help.blackboard.com/Learn/Student/Original/Assignments/Assignments_FAQ)




## View Assignments in Ultra Course View:


In the Ultra Course view your assignments will always be listed in the Course Content window – which is to the right of (and below) your course navigation in the Ultra Course View.

### Course Content

---

 **Welcome**  
▶ Start here to begin this course. This page includes critical information about this course.

---


 **Welcome (Non-facilitated Course)**  
▶ Start here to begin this course. This page includes critical information about this course.

---


### About This Course

This section includes critical information about this course and how to get started.


---

 **Course Structure & Content**

---

 **Sandbox and Exercise Companion Course Activities**

---

 **Course Completion**












To upload assignments (Papers, etc.) follow the instructions related to the individual assignment.

See this link for more information:

[https://help.blackboard.com/Learn/Student/Ultra/Assignments/Assignments\\_FAQ](https://help.blackboard.com/Learn/Student/Ultra/Assignments/Assignments_FAQ)

## Icons in Blackboard:

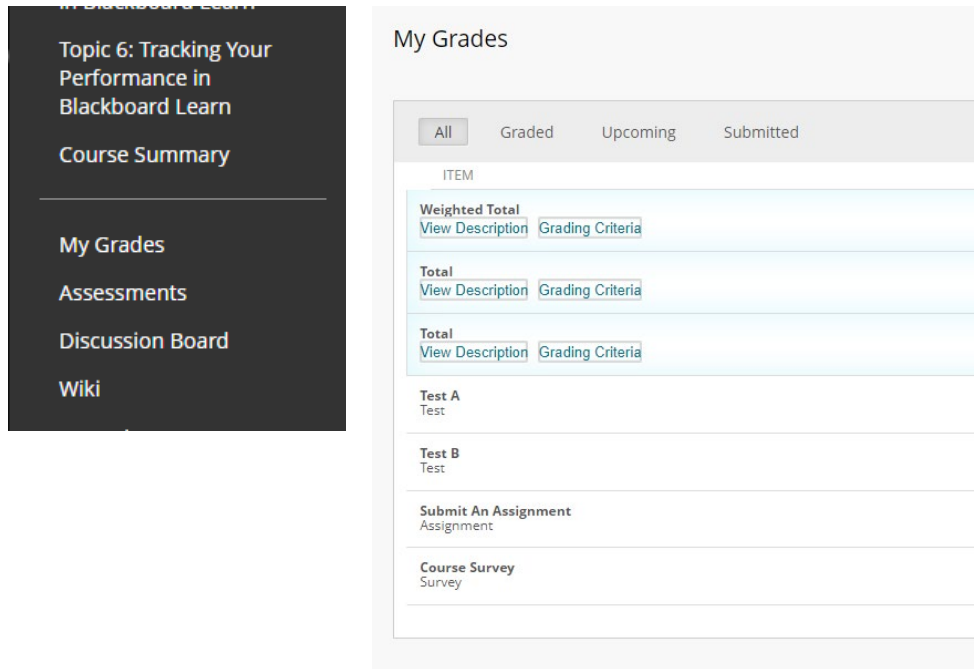
Blackboard uses many icons to differentiate different resources. Here are some of the icons you may see – note they may be different than what you see here depending on which type of course you are in.

Content Icon	Name & Description
	<u>Content Item</u> Embedded content (text or image) that is displayed on the page on which it is created.
	<u>Content Folder</u> A folder to organize several content items. Click on Folder title to access content within.
	<u>Discussion Board</u> A link to a Discussion Board. Links can be made to the entire discussion board, which includes all the forums. Or a link can be made to a specific forum of the Discussion Board.
	<u>Assignment</u> A link to a Bb assignment. An assignment is something that students submit on Blackboard. It gives students a submission textbox, file attachment options, and a Submit button.
	<u>Test</u> A link to a deployed test (one which students have access to) in Bb.
	<u>Web Link</u> A link to an external website (outside of Blackboard).
	<u>Course Link</u> A link to something else in the course. The icon that gets displayed depends on what the courselink links to, but it will always display a <i>small chainlink</i> in the icon.
	<u>Learning Module</u> A collection of content that can be displayed sequentially with a table of contents.
	<u>Lesson Plan</u> A collection of information linking objectives, activities, and resources.
	<u>Group Pages</u> A link to a Group page from which students can access the tools that the instructor has made available to their group.
	<u>Survey</u> A link to a deployed survey (one which students have access to) in Bb.

## Viewing Course Grades

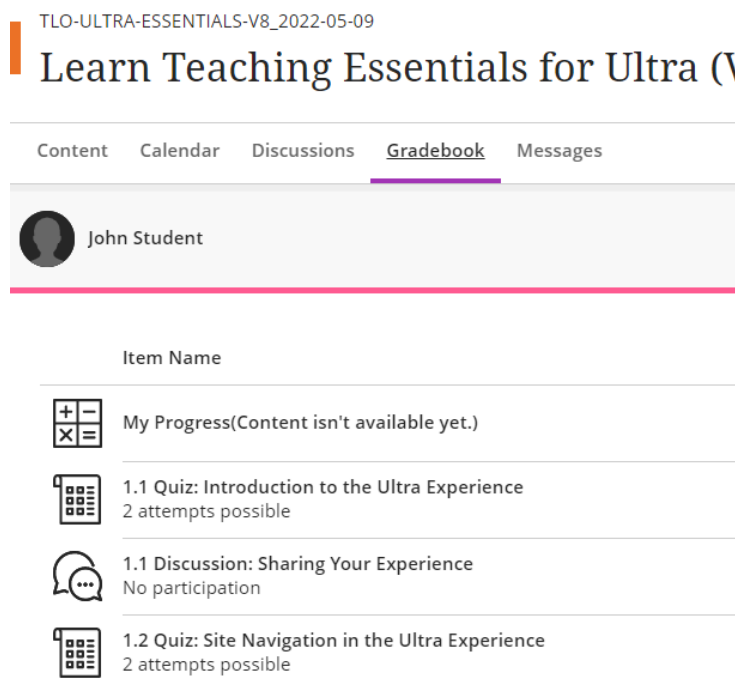
### Original Course View:

In original course view, click on the “My Grades” menu on the left-hand navigation area:



### Ultra Course View:

In ultra course view click on the Gradebook navigation option on the Top course menu:



## Taking Tests and Quizzes

### Blackboard Tests and Quizzes

Tests and Quizzes are relatively straightforward in Blackboard. Please see these instructions for information:

[https://help.blackboard.com/Learn/Student/Original/Tests\\_and\\_Surveys](https://help.blackboard.com/Learn/Student/Original/Tests_and_Surveys) for Original courses.

[https://help.blackboard.com/Learn/Student/Ultra/Tests\\_and\\_Surveys](https://help.blackboard.com/Learn/Student/Ultra/Tests_and_Surveys) for Ultra courses.

### Respondus Lockdown Browser

Some courses require the use of LockDown Browser for online exams.

Watch this video to get a basic understanding of LockDown Browser:

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

#### **Download Instructions**

Download and install Respondus LockDown Browser from this link before you take your exam:

<https://download.respondus.com/lockdown/download.php?id=642344845>

#### **Once Installed**

- Start LockDown Browser
- Log into Blackboard Learn
- Navigate to the exam

Note: You won't be able to access Lockdown Browser tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam in your Blackboard Course to continue.

## How to use Discussion Forums in Blackboard

Your faculty may require you to interact with your classmates and instructor in your Blackboard Course. Many times this is through group discussions or Forums. You can usually find a link to any discussions in your course navigation.

Please see these resources for additional information about how to post to your class discussion forums.

<https://help.blackboard.com/Learn/Student/Original/Interact/Discussions/Forums> for Original View

<https://help.blackboard.com/Learn/Student/Ultra/Interact/Discussions/Forums> for Ultra View

## Using Blackboard Collaborate

Blackboard Collaborate is a real time (synchronous) virtual meeting space within your Blackboard Courses. It works much like Microsoft Teams, Zoom or Google Chat/Hangouts.

Please see this resource for instructions on how to use Blackboard Collaborate:

[https://help.blackboard.com/Learn/Student/Ultra/Interact/Blackboard\\_Collaborate](https://help.blackboard.com/Learn/Student/Ultra/Interact/Blackboard_Collaborate)

## Final Hints and Tips for Blackboard

We think you will find that Blackboard is a helpful companion for your academic experiences here at Campbell.

Please be sure to visit the Blackboard Institution Page for more information about services that are available to you on Campus. There may be some there that you are interested in.

Below are some additional publications from Blackboard that can assist you in your planning for taking a course online, setting up a study area, and understanding your learning preferences:

<https://www.blackboard.com/resources/tips-and-tricks-remote-learning>

<https://www.blackboard.com/resources/setting-your-remote-learning-study-area>

<https://www.blackboard.com/resources/understanding-your-learning-preferences>

IT also has some Blackboard resources (including this guide) available at the link below:

[https://campbell.campuspack.net/Users/acomputing/Academic\\_Technology\\_Services#/page/426178033](https://campbell.campuspack.net/Users/acomputing/Academic_Technology_Services#/page/426178033)

The [IT Services helpdesk](#) is using a Remote First approach to providing help. If you need help, please contact us using one of the following methods:

- Use the [IT SERVICE DESK PORTAL](#) to submit tickets or search self-help solutions
  - Submit an issue using the [“ASK FOR HELP”](#) option.
  - Make form-based requests for common items using the [“CREATE A REQUEST”](#) option.
  - Search our [KNOWLEDGEBASE](#) of common solutions.
  - [BOOK AN APPOINTMENT](#) with someone in-site (after you have consulted with the help Desk).
  - Find links to other important pages like...
    - [THE IT STATUS SITE](#)
    - [BLACKBOARD HELP](#)
    - [ACCOUNT MANAGEMENT SITE](#)
- Email us at [helpdesk@campbell.edu](mailto:helpdesk@campbell.edu). Please include your Student ID in the email.
- For help with Blackboard, you may call 866-886-4846 at any time.
- Our helpdesk phone number, 910-893-1208, provides some instructions for common issues.
- Our [Status Site](#) shows the latest status of our major systems and services.