

Blackboard for Faculty

News you can use

Current Bugs and Fixes

Photo Class Roll Does Not Display

Cause: A problem can occur when course content is copied from an older course into a new course. A yellow notification banner is inserted across the top of the page stating that the copy process is completed. This banner prevents the Photo Class Roll from being displayed.

Fix: To correct this, all an instructor needs to do is close the banner by clicking on the X located on the right end of the banner.

Missing Courses on Course List

Cause: Some of you may have noticed that not all of your courses show on your course list. The latest upgrade of Blackboard set the limit to 99 available courses.

Fix: To correct this you will go into Course Central and delete the courses which you will no longer need or use. Once you get below 99, the courses will show up.

Note: Unchecking courses from your course list only hides them...in reality; they are still on your list.

Best Practices

Always use a Blackboard Supported Browser!

Browsers change, web content changes, and frequently pages don't render exactly the way a developer wants them to in different browsers or browser versions. Blackboard maintains a list of browsers that are supported, compatible and certified. We provide a browser check on the Blackboard home page.

Browser Cache – Why clear it?

A cache is a temporary storage area where frequently accessed data can be retained for rapid loading. A web browser cache holds copies of pages that pass through it, AND all of

its contents (images, sounds, web pages, and cookies)

You may occasionally encounter an error message, a "Page Not Found" display, a "Momentarily Unavailable Message" etc. This could be due to a problem with the system, maintenance, or a number of other reasons. If you decide to go back to this URL later, you may see this same message even though the problem is corrected because your browser has pulled the page from your cache.

Clearing your cache forces your browser to retrieve the newest copy available from the website, something that should happen automatically but sometimes does not.

Resources and More

Your Tier 1 Support Team

Bill Brahm, Faye Buckley and Glenn Williams



Resources

Instructor-led Training:

<http://www.clemson.edu/clereg>

Consultations: Blackboard Learn™ trainers and Instructional Designers
email: ITHELP@clemson.edu.

View available handouts on the web page
http://www.clemson.edu/ccit/learning_tech/blackboard_learn

Feedback Forum

Problems, pointers, praises... We want to hear from you!

Email all correspondence to:
BBTALKBACK@clemson.edu

About “Blackboard for Faculty”

This is the first issue of our new, monthly newsletter. It was created to provide you with the most recent information on Blackboard. CCIT strives to ensure Blackboard is using the most recent updates and technology. Our goal is to enable a rich learning environment that will provide students the tools they need to succeed. What we tend to forget is you!

We need your input. CRLT has provided many resources for you. We have developed many tools for your use:

- Knowledge base with tutorials
- Instructor led training at your request
- Open labs
- One-on-one sessions

But what do you need?

We will highlight some support issues and some of our best practices. Most important – we want to hear from you!