

Blackboard Policies and Procedures for Coastal Carolina University

November 2011
TEAL Center

Vision

The mission of Technology in Education to Advance Learning (TEAL) is to develop consulting relationships with faculty members from all academic disciplines at Coastal Carolina University to improve student learning by integrating technology in the teaching and learning process. As an integral part of Kimbel Library, the TEAL Center staff is committed to providing excellent support to our faculty, staff and students.

Introduction

Blackboard is the course management system used and supported by Coastal Carolina University to deliver course-related content to students in an electronic/online format accessible via a web browser. Blackboard is widely used by faculty to deliver course content, grades, quizzes, tests, surveys and assignments. Blackboard is also used for university-related business and activities such as clubs and organizations, committee work and information dissemination.

Purpose of this Document

The purpose of this document is to outline the procedures for Blackboard used by the TEAL Center staff in Kimbel Library at Coastal Carolina University. This document will serve as the basis to inform faculty, staff and students of services and support for Blackboard and will set procedures to ensure consistency in the decision making process. This document addresses the following areas: user roles in Blackboard, lifecycle of a Blackboard course and course management, course access and security, user services and support, faculty training and support, and copyright compliance.

User Roles

There are several roles within the Blackboard system. Each role is defined below:

Instructor – The Instructor role has access to all tools in the course control panel needed for building and teaching the course. Instructors can control most course settings and can add and remove student users from the course. Instructors may access a course that is set as unavailable to students.

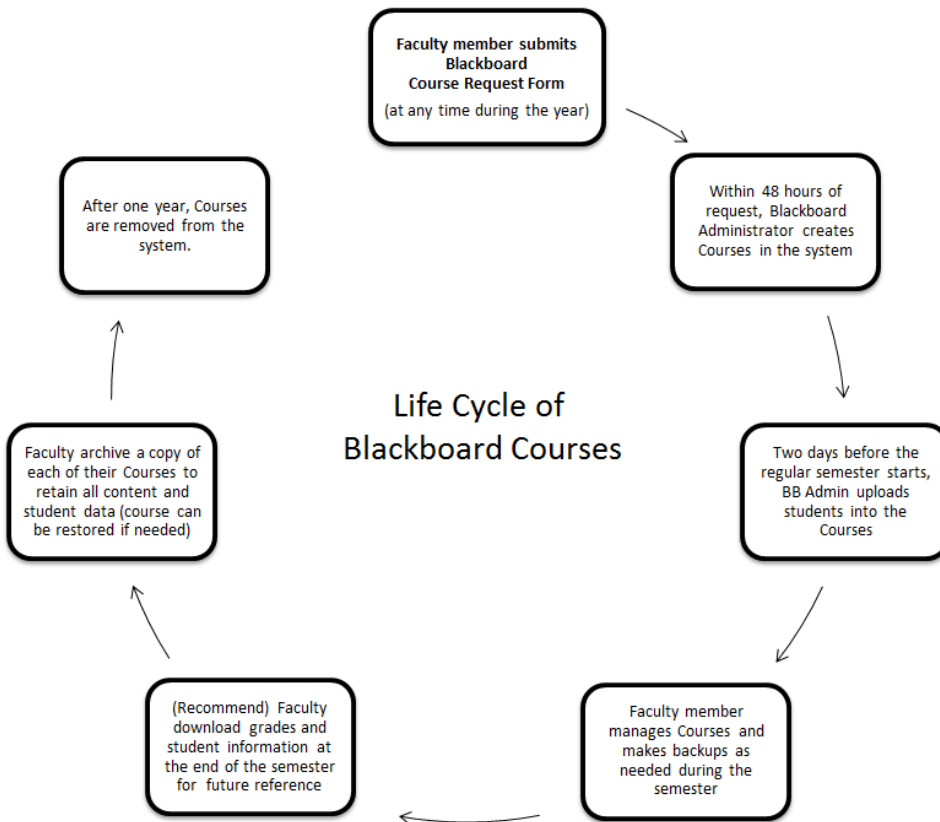
Course Builder -- The Course Builder role has access to most areas of the course control panel used for building and managing the course, but does not have access to student grades. Course Builders can still access the Course if the Course is unavailable to Students.

Grader – A Grader has access to the Grade Center and can create, manage and grade items such as tests and discussions. A Grader cannot access a Course if it is unavailable to Students.

Teaching Assistant – The Teaching Assistant role has the same access to the course control panel as an Instructor unless the System Administrator has specifically limited the Teaching Assistant’s access. If the Course is unavailable to Students, Teaching Assistants still have access to the Course.

Lifecycle of a Blackboard Course and Course Management

Blackboard courses have a standard lifecycle from point of creation to course back-up. This section discusses the procedures for this process.



Course Creation and Request

Courses are not automatically created. Courses can be created at any time with a request from the course instructor. The link for the course request form is found in the faculty section of the [Blackboard website](#). Upon request, the course(s) is created by a Blackboard Administrator. Faculty may request a course shell (blank course) or a restored course (copy of course archived from a previous semester). Course requests are generally processed within 24-48 hours.

Roster Uploads and Updates

Student rosters will be uploaded into Blackboard Learn classes two business days before the start of each semester. Rosters will be updated three times daily throughout the semester. During the first week of each semester, students will not be removed from classes in Blackboard to avoid removing students who have been dropped temporarily due to financial aid issues. After the first week of classes, students who have been dropped from a course in Datatel/WebAdvisor will be made “unavailable” in the Blackboard course. Students are not automatically deleted from the course as their grades and submissions would be deleted from the system.

Course Content Management

Blackboard course content is managed and maintained throughout the semester by the faculty member.

Course Size

The maximum size for Blackboard courses is 300MB. A system-generated warning will be sent to the course instructor when the course nears the 300MB size limit. Large courses impede the functions of the Blackboard system and become difficult to archive and restore.

File Upload Quota and Course File Size

It is recommended that course files be no larger than 10 MB for both faculty and student course content. Files should be compressed or optimized to the smallest size possible. The Blackboard Administrators and TEAL staff can advise on file compression and optimization. Larger files are often slow to download and cause problems for students and faculty. Large audio and video files should be stored outside of Blackboard and accessed through a web link.

Course Archiving

An archived copy of each Blackboard course should be created and stored by the instructor of the course. Archived courses will contain all course content and student data, and can be restored should the instructor need to access student data. Faculty should also periodically back-up courses to preserve important course content and data. Directions for backing up and archiving Blackboard courses can be found on the [Faculty Resources Guide](#).

Course Retention and Length of Access

Courses remain active online for one year from the start date of the semester in which the course was scheduled. Courses can be left online beyond one year at the request of the course instructor, department chair or dean.

Restoring a Course

Archived courses can be restored for such purposes as accessing student grades or retrieving course content. A Blackboard Administrator can create a course shell and assist the instructor with restoring an archived course file at any time by request from the course instructor, department chair or dean.

Course Access

Course access is granted to the registered instructor and students. Additional users such as teaching assistants, co-instructors, or guests may be added if the instructor sends an email request to the Blackboard Administrator. Department chairs and deans may be granted access upon written request to a Blackboard Administrator. The course instructor may be removed upon written request by the instructor, department chair or dean. An additional instructor cannot be added to a course without written permission of the course instructor.

Administrator Access

Only the Blackboard Administrators and TEAL Center staff members are granted administrative access to a course and may enter a course without permission to assist a faculty member or student.

Family Education Rights and Privacy Act (FERPA) and Privacy

Blackboard administrators and TEAL Center staff are committed to ensuring student privacy as defined by guidelines under the [Family Educational Rights and Privacy Act](#). Faculty and staff who utilize Blackboard must also observe FERPA guidelines to protect sensitive information such as grades and test scores. Blackboard administrators and TEAL Center staff will not provide student information to anyone other than the student.

Course Security

Blackboard is a password protected system. All users are cautioned against sharing their passwords with others. Only the Blackboard Administrators, TEAL Center staff, instructor of record, students and others the instructor of record deems appropriate have access to a course.

Faculty Training and Support

The TEAL Center provides training and support to faculty and staff who utilize Blackboard. All faculty members, including new faculty, must attend a Blackboard Learn training session in order to request a course. Faculty members teaching a distance learning course are required to attend a series of Blackboard sessions to demonstrate knowledge of the university's course management system as part per the Coastal Carolina University [Distance Learning Policy](#) (ACAD-133).

Faculty support is provided through the following means:

1. [Blackboard Guide for Faculty](#)
2. [Bb Help Request Form](#)
3. Email blackboard@coastal.edu
4. Individual appointments made by emailing teal@coastal.edu or a Blackboard Administrator
5. [TEAL Center training sessions](#)

Student Support

The TEAL Center provides Blackboard support to students in the following ways:

1. [Blackboard Guides for Students](#) including video tutorials and step-by-step instructions
2. [Bb Help Request Form](#)
3. Blackboard Helpdesk in Kimbel Library, 2nd Floor (*coming in 2012*)

Students can also receive technical support for computer-related issues from Student Computing Services through the following means:

1. Check the [Student Computing Services website](#) for hours, locations and other services.
2. Student Computing Services Main Help Desk: 843.349.2908
3. Student Computing Services can be contacted via this [Help Request Form](#)

Maintenance through Information Technology Services

The Blackboard servers are maintained by Information Technology Services. Blackboard Administrators coordinate scheduled maintenance, upgrades, service pack installations and other activities relating to server-side function through the systems support technician in Information Technology Services.

Scheduled Maintenance and Downtime

Routine maintenance on the Blackboard server is performed on Fridays at 3:00 pm. Interruptions will be minimal, most last approximately 30 minutes. Faculty members should keep this in mind as they plan their coursework. System downtime is typically scheduled during breaks and low-usage time periods.

For scheduled downtime other than the Friday afternoon window, announcements may be made on the Information Technology Services Network Status page in [MyCoastal](#) and the [Outlook Faculty and Staff Email Access page](#). In addition, a Blackboard system announcement may be sent and a message may be posted on the [Blackboard Main Page](#).

Unplanned Downtime

In the case of an emergency, unplanned downtime may be necessary in order to fix an issue. Anyone who notices extended downtime or cannot access the [Blackboard login page](#) should first check the Information Technology Services Network Status page in [MyCoastal](#) and the [Outlook Faculty and Staff](#)

[Email Access page](#) for announcements. For weekend and evening hours, Information Technology Services may be contacted at 843.349.3401 to report extended downtime.

Use Policy

Use of the Blackboard system should conform to the [Computer Usage Policies and Procedures](#) defined by Information Technology Services.

Non-instructional and non-standard use of Blackboard

Blackboard is also used for university-related activities that fall outside of academic courses. Faculty members may request a Blackboard course for such functions as committee work, clubs and organizations. Requests for non-instructional use are made through a Blackboard Administrator. A faculty or staff member is designated to be responsible for the course and must make the request in writing. A Blackboard site may only be requested by university personnel. Blackboard may not be solely used as an information repository or storage site.

Content disclaimer

Coastal Carolina University is not responsible for content uploaded to Blackboard. Users are responsible for the accuracy, integrity and/or legality of appropriate course content.

Copyrighted Materials and Blackboard

Faculty and staff utilizing Blackboard should follow copyright law and fair use guidelines when uploading course materials to Blackboard. All copyrighted materials posted to Blackboard must meet the criteria for Fair Use. (See the [Know Your Copyrights](#) brochure for Fair Use guidelines.) Faculty members are responsible for the course content they post in Blackboard. The TEAL Center will only help upload copyright-compliant materials.