NEW FACULTY WELCOME KIT

JOHN JAY ONLINE BLACKBOARD SUPPORT CENTER
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**WELCOME TO JOHN JAY COLLEGE**

Welcome to John Jay College and the start of what we look forward to be another successful academic year!

John Jay College is committed to excellence in its programs and, along with the JJC Center for Teaching and Learning, offers resources and support to guide faculty who are interested in online and blended pedagogy. Online courses and programs provide a great opportunity for students to enhance and extend learning for face-to-face, web-enhanced, and hybrid courses in a myriad of ways.

Teaching courses at John Jay -- whether they are taught face-to-face, hybrid, or online -- integrate the use of our course management system, Blackboard. Through the John Jay Online Blackboard Support Center, faculty, staff, and students are provided with Blackboard support in workshops, individual consultations, and troubleshooting services.

John Jay Online, the division of the college whose mission is to extend the reach of John Jay College worldwide, offers online programs including MA in Criminal Justice, MPA in Public Policy and Administration, MPA in Inspection and Oversight, MS in Security Management, Advanced Certificate in Terrorism Studies, to name a few. John Jay Online programs reflect the academic quality of our on-campus programs for our online students globally. Faculty who develop and teach courses for John Jay Online programs work closely with the John Jay Online Instructional Design team.

The Blackboard Support Team and the Online Faculty Training Specialist are available to answer your questions about the course management system.

We look forward to working with you and wish you continued success.

Sincerely,

Dr. Judith Cahn
_Director, John Jay Online_
GETTING STARTED

All computer systems at CUNY rely on data in CUNYfirst, the university-wide comprehensive information management system. The data you provide to Human Resources is entered into CUNYfirst and becomes the basis of your accounts in other systems administered on campus and by CUNY Central Information Services (CUNY CIS), such as the CUNY Portal and Blackboard. This section of the Welcome Kit will walk you through the data sharing process that underlies your accounts on these systems. Understanding the data sharing process can be important in troubleshooting account-related issues that arise for new hires.

The Department of Human Resources
- Responsible for the initial data collection and entry of personal information into CUNYfirst
- No data yet shared with off-campus data systems

Finance and Business Office
- Enters additional information into your personnel records in CUNYfirst, which releases your personal data for sharing into other CUNY systems
- Data sharing with CUNY CIS is automated and begins when your record is complete
- In most cases, CUNY CIS systems are accessible 24-48 hours after your CUNYfirst record is complete

Academic Affairs
- Enters faculty into the CUNYfirst Instructor Table
- Adds your approved courses to your CUNYfirst record

Office of the Registrar
- Assigns instructors to courses in CUNYfirst
- Maintains course information used for the creation and enrollment of faculty and students into Blackboard course shells
- After being assigned a course in CUNYfirst, it should be accessible in Blackboard 24 – 48 hours later

John Jay Online Blackboard Support Center
- Troubleshoots account-related issues for the CUNY Portal and Blackboard
- Provides assistance with Blackboard, through workshops, one-on-one consultations, and in-class visits
- Please see the Support Options section in this document for contact information
ACCOUNT LOG-IN INFORMATION

CUNYfirst

- URL: [https://home.cunyfirst.cuny.edu](https://home.cunyfirst.cuny.edu)
- Username and password: Username is predetermined and displayed at account activation, user sets password at first log in
- Services: Personnel data, course information and assignments, official grade reporting, student course registration, procurement and business functions, CUNY Alert signups
- CUNYfirst account support is provided by the Department of Information Technology
  Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu

CUNY PORTAL AND BLACKBOARD

- URL: [www.cuny.edu](http://www.cuny.edu)
- Username and password: Created by user at first log-in
- Services: Blackboard, CUNY eMall

HOW DO I REGISTER FOR A CUNY PORTAL ACCOUNT?

1. In your web browser, go to [www.cuny.edu](http://www.cuny.edu)
2. Click on the Login button in the upper right corner and select, CUNY Portal from the drop down menu
3. On the Portal Log-in page, click on the Register for a New Account link. Click on the Faculty link
4. On the Validation Page, enter your first and last name as it appears on your HR documents, your Social Security Number and your Date of Birth. Click the Next button and Confirm your information
5. On the Account page you will be assigned a username, you can either keep what has been generated or change it. This is the only time you will be able to choose your username so make sure it is something you will remember. Enter your chosen password at the end of the screen, press Save
**HOW DO I RESET MY CUNY PORTAL / BLACKBOARD PASSWORD?**

1. In your web browser, go to [www.cuny.edu](http://www.cuny.edu)
2. Click on the Login button in the upper right corner and select CUNY Portal from the drop down menu
3. On the Portal Log-in page, click on the Account and Password Reset link. On the Validation Page, enter your first and last name as it appears on your Human Resources documentation, your Social Security Number and your Date of Birth. Click the Next button and Confirm your information
4. The Password Reset page will show you your username and the option to enter a new password. Confirm the new password in the second field and click Save

**NOTE:** You may reset your password at any time. Never save your passwords or use the auto-fill feature in browsers. This is a security risk and could cause issues when resetting your password in the future.

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**JOHN JAY NETWORK AND EMAIL ACCOUNTS**

- **URL:** [http://www.jjay.cuny.edu/department-information-technology-doit](http://www.jjay.cuny.edu/department-information-technology-doit)
- Username and password: Username is predetermined. In most cases, it’s first initial, full last name, with the default password jjXXXX, where the numbers are the last four digits of your social security number. An example of a faculty or staff username would be jdoe. If that username is already taken, you may have additional letters of your first name inserted into your username, such as jadoe
- Email addresses are your username, followed by the school email domain. For example, jdoe@jjay.cuny.edu.
- Self-service password resets are available for John Jay accounts at [http://reset.jjay.cuny.edu/](http://reset.jjay.cuny.edu/)
- Services: Email accounts, access and support for CUNYfirst and the CUNYPortal, computer hardware and software technical support for college issued computers and laptops, network and wireless connectivity issues, Classroom/Lab Technology Support Services
- Department of Information Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
Support Options

Below is information on whom to contact and resources to assist you when developing your course in Blackboard. If you do not see your course in Blackboard, please have your Department contact the Registrar’s Office to make sure you are the assigned to it in CUNYfirst as the instructor of record.

Blackboard support at John Jay is provided by the John Jay Online Blackboard Support Center. The Support Center assists faculty, staff, and students with Blackboard troubleshooting, workshops, and by providing Blackboard tutorials through our website. In addition, the Support Center provides assistance with related technologies, such as Turnitin.com. The Support Center is available Monday through Friday, 9 am to 5 pm.

Blackboard Support Center Staff
- Helen Keier, Manager of Support Services, John Jay Online
- Brian Tomlinson, Training and Support Specialist, John Jay Online
- Caroline Peppers, Blackboard Support Coordinator for Students, John Jay Online

- Faculty may send inquiries about Blackboard to: blackboard@jjay.cuny.edu
- Students may send inquires to blackboardsstudent@jjay.cuny.edu
- For Blackboard related questions please call 212-484-1197

The Blackboard Support Center Staff regularly communicates with faculty through a dedicated announcements-only listserv. Announcements are limited to maintenance notices, workshop schedules, and issues of specific interest to faculty. Faculty who use Blackboard will be subscribed a few weeks into the Fall and Spring semesters, but instructors can self-subscribe by sending an email containing "SUBSCRIBE BLACKBOARD-LIST" in the body of the message to LISTSERV@LISTSERVER.JJAY.CUNY.EDU. You may also leave the list at any time by sending an email containing "SIGNOFF BLACKBOARD-LIST" to the same address.

Web resources are provided through the following websites.
- Support Center for John Jay Online: [John Jay Blackboard Resources](http://www.johnjaycollege.net/support/instructors)
- CUNY-wide: [CUNY Blackboard Resources](http://www.cuny.edu/blackboard). The CUNY Blackboard Resources site can also be found by clicking on the “Blackboard Resources” link at the top of the Blackboard site once you have signed in.

Instructional design assistance is provided for the completely online degree and certificate programs offered at John Jay College. If you teach in a completely online program sponsored by John Jay Online, for more information please contact johnjayonline@jjay.cuny.edu.
**Professional Development and Pedagogical Support**

The online learning environment is an ever evolving medium, and staying on top of new teaching techniques and strategies can be a challenge. The John Jay Online Blackboard Support Center offers many opportunities for faculty, when partnered with additional programs offered by both on-campus and CUNY colleagues will help you master the technologies that contribute to dynamic, engaging, and enriching instruction. Blackboard workshops and open lab hours meet in Department of Information Technology computer labs; please contact us for specific times and locations.

**Blackboard Support Center Workshops**

**Introduction to Blackboard**
Participants will receive basic instructions on creating and developing courses in Blackboard, including an overview of course layout and navigation. This hands-on workshop will allow participants to upload content to their Blackboard shell, personalize course navigation, set up the course content delivery structure and create a discussion area. Participants will work within their own Blackboard courses and should bring content they wish to upload or work with during the workshop. Files can be place on a flash drive, or emailed to yourself.

**Blackboard- Test and Quizzes**
Participants will learn how to create tests and quizzes within Blackboard. Other topics will include how to deploy, display, and have the test graded automatically. The workshop will also illustrate how to customize the Grade Center, and we will review how tests and quizzes are displayed in the Grade Center.

**Blackboard Tools: Turnitin**
Starting with the Summer 2016 semester, Turnitin has been integrated into CUNY’s Blackboard environment to provide robust plagiarism checking and writing tools. Participants will be able to see how the tool can assist them in assessing and preventing plagiarism. The workshop will demonstrate how to create Turnitin assignments within in Blackboard and how to configure assignment and grading options.

**Blackboard Grade Center**
Participants will learn how students see the Grade Center by exploring the My Grades tool and learn how to navigate and customize the Grade Center. This workshop also covers creating grade columns, managing and calculating grades, as well as grading test and assignment submissions.
**Blackboard- End of the Semester Maintenance**
Participants will be able to maintain the integrity of their course by learning how to perform a course copy, course export and import, and how to archive a course, and other tasks. This workshop will stress good end of semester practices for Blackboard that every faculty member will want to learn.

**Blackboard Open Lab Hours**
During our new open lab hours faculty will be able to receive individualized assistance with Blackboard. We encourage faculty members to bring any content they want uploaded to their Blackboard course. This content should be on a flash drive, or emailed to blackboard@jjay.cuny.edu so that the information can be accessed. Faculty can use this time to learn new techniques and also share ideas. This is an open forum where faculty can review their course with Blackboard Support staff and receive instructional design advice as well.

**Pedagogy and Technology Training Program (PATT)**
The PATT Program is part of a series of resources available for faculty who aim to develop and teach online courses, or develop technology to be used in traditional classes. The PATT Team is Patrick O’Hara, PhD (Public Management), C. Gabrielle Salfati, PhD (Psychology), and Adam Scott Wandt, JD (Public Management).

There are several types of resources available to faculty through the PATT Program, including workshops, conferences, consultations, grants, and technologies for online teaching. More information is available at https://johnjayonline.com/instructors/facultydev/patt and the PATT Program may be contacted at pattgrant@jjay.cuny.edu.

**CUNY Preparation for Teaching Online Workshop**
The CUNY School of Professional Studies (SPS) offers a two-week, asynchronous, facilitated online workshop designed to prepare CUNY faculty for teaching online and/or hybrid classes. Topics include course design issues, pedagogical approaches to teaching online and hybrid courses, and organization and management of an online class. More information and sign up links can be found at the program website, http://cunyonline.commons.gc.cuny.edu/.
This document will provide a brief introduction to common Blackboard tasks. If you have any questions regarding specific topics, we encourage you to attend the workshops provided by the John Jay Online Blackboard Support Center. Information on the workshops can be found at https://johnjayonline.com/support/instructors/blackboard. For more general Blackboard information, visit www.cuny.edu/blackboard.

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NOTE: To activate a hyperlink hold CRTL and click the topic title.
**ACCESSING BLACKBOARD AND FINDING YOUR COURSE**

Blackboard is hosted through the CUNY Portal, and requires a Portal account for log-in. For assistance on creating a Portal account, please see the Account Log-in section of this document.

1. In your web browser, navigate to [www.cuny.edu](http://www.cuny.edu)
2. Click **LOG-IN** at the far right of the navigation bar, and then the link for the CUNY Portal. If you do not have to use any other services on the Portal, you may select the link for Blackboard instead.
3. Enter your CUNY Portal username and password and click **Log-in**
4. Click on the **Blackboard** link.
5. Blackboard will open with the Home tab active. The courses you are teaching are displayed in the **My Courses** module.

**Note:** If you are teaching a class and it is not listed in the **My Courses** module, please verify that you are listed as instructor of record for the course in CUNYfirst.

**Edit Mode**

Turn the Edit Mode ON to add or edit course content or to modify the layout of the course menu.

**Note:** In order for you to follow these short tutorials you must have **Edit Mode enabled**.
**MAKING YOUR COURSE AVAILABLE**

All course sites are created unavailable by default at the beginning of each semester. Until a course is made available by the instructor, it cannot be viewed by students. Unavailable courses will be listed in the My Courses module with *(not currently available)* next to the course name.

To make a course available:

1. Launch the course, and in the **Control Panel** area of the course menu, click on **Customization**.

2. In the submenu, click on **Properties** to launch the Properties page on the right.

3. In the **Set Availability** section, select the “Yes” radio button and click **Submit**.
**ADDING A CONTENT AREA**

Content areas in the course are places within a course where you can upload course content. They are displayed in the course menu on the left of the course page. You may want to add other content areas that you think will be helpful to the teaching process. Your course menu should be clearly labeled and make it easy for students to navigate the materials.

To add a Content Area to a course:

1. Turn the **Edit Mode ON**
2. From the Course menu, hover your mouse over the **Add Menu Item** button and in the list that appears, click on **Content Area** item

3. Type in a name for the content area

4. Set the **availability** by checking the box below, and click **Submit**

To change the Content Area display order or delete Content Areas

1. Turn the **Edit Mode ON**
2. To change the order of items, click on **handle button** (the **vertical double-headed arrow**) and drag it up or down to where you want this area to be

3. To delete a content area, **click** on the double-chevron on the right of the area and select **Delete** on the list. Confirm by clicking **OK**
Note: A small dotted rectangle next to the name of the content area/course menu shows that the Content Area is empty. Empty Content Areas are not displayed to students.

Creating a Folder

Folders are useful for organizing and structuring content in a Content Area. For example, instructors may add folders for each week of the course to a Content Area, or organize the Content Area by topic. Once a folder is created, content and additional subfolders may be added to it.

To create a folder:

1. Turn the Edit Mode ON
2. Click on the Content Area in which you wish to add the folder
3. Press the Build Content Action Link button and from the drop down list, click Content Folder
4. Type a Name for the folder and enter text in the textbox
5. Set any date and time availability if necessary

![Date and Time Restrictions](image)

6. Then click **Submit**

![Submit Button](image)

**ADDING SYLLABI AND OTHER FILES**

Uploading a syllabus and other files to your course is one of the most basic content creation functions. Blackboard can accept most common file types such as Word documents, Adobe PDFs, PowerPoint presentations, Excel Spreadsheets, and images.

To upload a file:

1. Turn the **Edit Mode ON**
2. Click on the **Content Area** you wish to add the file

![Content Area](image)

3. Hover your mouse over the **Build Content Action Link** button and under **Create** column click the **Item** link

![Build Content](image)
4. Complete the **Content Information** fields. In the text box, you can enter a description of the file or instructions for your students.

5. In the **Attachments** section, click **Browse My Computer** to locate the file you want to upload.

6. Click **Submit**

**ADDING ANNOUNCEMENTS**

Announcements are a very useful tool in communicating with your students. Announcements appear not only in the Announcement page inside the course, but also in the Blackboard Home tab.

To add an announcement:

1. Turn the **Edit Mode ON**
2. In the Control Panel, **click** on Course Tools, then **Select Announcements**

3. Press **Create Announcement**
4. Enter the title and the text of the announcement. You can use the tool bar buttons to add attachments, format your text, and perform other functions.

5. **Optional**: You can send the announcement as an email to all users in the course by checking the box in the **Email Announcement** section.

6. Click **Submit**

To delete an announcement:

1. Hover your mouse over the **Announcement Action Link** button

2. Click the **Delete option**

3. Press **OK**
SENDING EMAIL TO STUDENTS
Instructors can use the Blackboard course site to communicate with students in the course by using the Send Email feature.

To send an email:

1. Click Course Tools under the Control Panel
2. Select the Send Email link
3. Select the group you want to send the email to by clicking on the respective link. You may send mail to all of your students, the groups within your course, or specific users depending on the option selected
4. Enter the subject and message of your email. You may also attach files in this step
5. Click Submit
**CREATING ASSIGNMENTS**

Instructors can create assignments in Blackboard as a way for students to submit course work. A column is automatically created for each assignment in the Grade Center.

To create an Assignment:

1. Turn the **Edit Mode ON**
2. Click on the **Content Area** you wish to create the assignment

3. Hover your mouse over **Assessment Action Link** button
4. Click **Assignment**

5. Enter the name and instructions for the assignment

6. If you want to attach a document for the students to read click on the appropriate **Browse** button

7. Set the due date for the assignment if you want the assignment to appear in the Course Calendar
8. Enter points possible for this assignment

9. Set the options you desire in Submission Details, Grading Options and Display of Grades sections

10. Click **Submit**

**ADDING A DISCUSSION FORUM**

Discussion Boards are asynchronous threaded conversations within the Blackboard environment. Organized into Forums, the back-and-forth exchanges among faculty and students are further organized into threads. A forum usually poses a question to the class, or is focused on some other topic to keep the conversation going.

To create a forum, follow these steps:

1. In the **Course menu** click **Discussions**

2. Click **Create Forum**
3. Enter the Forum name and instructions. You may also attach files and perform other functions as necessary using the toolbars

![Forum Information]

4. Select the appropriate options and settings

![Forum Availability and Settings]

5. Click Submit

Students respond to discussion prompts or forum questions by creating threads. Students click the forum’s link and once inside, they click on Create Thread to type in their answer.

To read and reply to a thread

1. Access the forum and click on the thread’s name. Click the Reply (or Quote) button to reply to the thread

2. Type in the response in the Message box or attach files, as necessary. This text editor box functions identically to those in other areas of the course

3. Click Submit
Frequently Asked Questions

How do I access Blackboard?
Blackboard is accessed through the CUNY Portal. See Account Log-in Links earlier in this document for the URL and user account information.

How do I register for a CUNY Portal account?
Portal accounts are self-created on the CUNY Portal at www.cuny.edu. Please see the Account Log-in Links section of this document for step-by-step instructions.

How do I reset my CUNY Portal / Blackboard password?
All users may reset their Portal passwords directly on the Portal log-in page. Please see the Account Log-in Links section of this document for step-by-step instructions.

Why isn’t my class listed on the Blackboard Home tab?
For instructors to have access to a course in Blackboard, they must be assigned as the Instructor of Record for that course by the Registrar in CUNYfirst. If you are assigned by your department to teach a course and it does not show up on the My Courses module, please contact your department to verify that you are listed as the Instructor of Record for that course. Please note: It takes 24-48 hours for information to sync from CUNYfirst into CUNY Portal/Blackboard and assign you as the instructor within your course.

How do I make my course available for students to view and access?
All courses are created as “Unavailable” by default at the beginning of each semester. Until a course has been made available by the instructor, students will not be able to access it. This is done so that instructors have the opportunity to post content to their courses before students access the course sites. Courses that have not yet been made available on the system will have the (unavailable) label next to the course title in the My Courses module. Please see the Introduction to Blackboard handout later in this document for step-by-step instructions on how to make your course available.

Can I customize the Blackboard course menu?
Content areas in the course are places where you can put course materials. You may want to add other content areas to customize and give order to your documents. We recommend editing your course menu as needed so that students can quickly and easily find course items such as announcements, readings, assignments, and discussions. Please see the Introduction to Blackboard handout later in this document for instructions.

Can I create Assignments in Blackboard?
Please see the Introduction to Blackboard handout later in this document for step-by-step instructions on how to create Assignments.
**Is there an Announcement function in Blackboard?**
Instructors can create announcements to send out to all students enrolled in their course to alert students to changes, reminders, and upcoming events. Instructions for creating Announcements are in the Introduction to Blackboard handout later in this document.

**How do I send an email to my students?**
Instructors can use their Blackboard course to communicate with their students by using the **Send Email** tool. Instructions are provided in the Introduction to Blackboard handout in this document. Please note - Blackboard is **NOT** an email client; there is no sent folder where all your messages will be stored for future reference. A copy of the email will be sent to the sender. This acts as conformation of the sent email.

**How can I see my students’ email addresses?**
We recommend that all instructors check that all your students have their correct John Jay email listed in their courses by entering the course, clicking on the **Control Panel, Users and Groups**, and clicking **Users** on the submenu. All your students will be listed with whatever email they currently have in Blackboard. Emails are **NOT** automatically updated if a student transfers from a different CUNY school.

**How can I update my email address in Blackboard?**
To make sure you have your correct email in Blackboard, on the Blackboard Home tab; **before you click into a course**, click on the **Update Email** in the **Tools** module. Enter your John Jay email and press **Submit**. This will update across all courses and is the same process for students who need to update their school email. Please note that the process requires the use of a CUNY email address.

**How can I find out more information about using Blackboard?**
For more information about Grade Center, Test and Quizzes, Discussion Boards and many other features of Blackboard please access the Blackboard Resources ([www.cuny.edu/blackboard](http://www.cuny.edu/blackboard)) page for in-depth instructions and videos to help you develop your course further.

**Who do students go to for help with Blackboard?**
If any of your students are having technical issues or have questions about Blackboard you can refer them to Blackboard Student Support by having them send an email to [blackboardstudent@jjay.cuny.edu](mailto:blackboardstudent@jjay.cuny.edu). Students can also call **212-484-1197** for help with Blackboard; students would **press 2** for assistance.