



## Blackboard FAQs:

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1. How do I **login** to Blackboard?

*Note: You must have a JHED ID and password to successfully login to Blackboard. Please go to <http://my.jhu.edu> if you need assistance with your JHED ID.*

1. Go to <http://blackboard.jhu.edu>
  2. Click the 'JHU Enterprise Authentication' link and enter your JHED ID and password.
2. How do **students login** to Bb?  
Students login the same way as instructors, with their JHED ID and password. (see previous question)
  3. Will I have to **add students** to my course site?  
No, all students registered for your course will automatically be downloaded from ISIS into your Bb site.
  4. How do I access the **course roster**?  
To view a list of students in your course, click on Grade Center inside the Control Panel and select 'Full Grade Center.' Another way is to add the roster tool to your site. The roster tool displays only students' first and last names.
  5. When will students have access to my course site?

In fall 2010, students will be automatically downloaded from ISIS into Blackboard two weeks before classes begin. In future semesters, after this fall, students will be automatically downloaded into Blackboard as soon as the course sites are created for instructors. However, students will not have access to a course until the instructor makes it 'available' to them.

6. How are **auditing** and **wait-listed students** handled in Blackboard?

Students who are officially auditing a course will be enrolled in Blackboard, since they have registered through ISIS. Wait-listed students are not enrolled in Blackboard – they need to wait until they are registered to have access to the course.

7. How do I make my **course available to students**?

By default, all Blackboard courses are 'unavailable' to students until the instructor makes them available. This allows the instructor time to build and edit the course before releasing it to students.

**To make a course available:**

Inside the course, go to the Control Panel in the lower left side of the screen and select 'Customization.'

1. Select 'Properties.'
2. Scroll down to 'Step 3' and set the availability to 'Yes.'
3. Click Submit. Students will now have access to the course.

8. I have **multiple sections** of my course and want to merge them into one Blackboard course. How do I do this?

Send an email to [blackboard@jhu.edu](mailto:blackboard@jhu.edu) with your JHED ID, course information, and course sections that you want to merge. The administrators will merge your sections and let you know when it is complete.

9. How do I **add items** to the course menu?

The course menu, located in the upper left of the screen, contains links to materials and tools within the course. To add more items to the menu, click the 'plus sign' at the top and choose from the various options.

10. How do I access the **gradebook**?

Blackboard's gradebook is known as the 'Grade Center.' In the Control Panel, click on 'Grade Center' and then 'Full Grade Center.'

11. Can I **download and upload grades** to/from Blackboard?

Yes, grades can be downloaded to a spreadsheet file and uploaded back into Blackboard. Click the 'Work Offline' button inside the grade center to begin this process.

12. Can my students see each other's grades?

No. If an instructor chooses to release grades to students, they can only ever see their own – they are never able to view other students' grades.

13. Why do I get an error when I click on **'My Grades?'**

'My Grades' is the student view of whatever grades have been released to them by the instructor. This view is not available to instructors.

14. How do I **add a TA** to my course?

**NOTE:**

Instructors can add TAs to their Blackboard courses **as long as the TA is in the Blackboard database.** (To be added to the database, the TA needs to login to Blackboard (<http://blackboard.jhu.edu>) using their JHED ID and password, and will automatically be authenticated to the database. The instructor can then add the TA to the course.)

1. From your course, click the **Users and Groups** link in the Control Panel (lower left hand side of the screen) to expand its options. Select 'Users.'
2. Enter the TA's **JHED ID** in the Username field. Multiple JHED IDs can be added at once, separated by commas. If you need to search for a TA, use the Browse button.
3. Change the Role field to 'Teaching Assistant' and make sure the Enrollment Availability is set to 'Yes.'
4. Click Submit.

15. Can I **email my whole class** at once?

Yes. The email tool in Blackboard allows instructors to send email to all participants in the course, including all students, individual students, pre-defined groups of students, TAs, instructors, etc. Email is sent to a participant's email address, outside of Blackboard. If a reply is made, it is sent to the recipient's email address and not to Blackboard.

16. Will I need to **request a course** for next semester?

No, each KSAS and WSE course will automatically have a course site created. No request is necessary.

17. Are there Blackboard **training materials** that I can reference?

Links to a variety of training materials are available on the CER website at: <http://www.cer.jhu.edu/bb.html>.

