



Framingham
STATE COLLEGE

Academic Technology and
Distance Education

Student Guide to Blackboard

Welcome!

Welcome to our growing online learning community. You are joining thousands of students and Framingham State College faculty who use Blackboard in classroom-based, hybrid and online classes.

If you are new to Blackboard or taking courses at a distance for the first time we recommend that you review the topics covered in this guide in the order in which they are presented. If viewing the information online, click the links in the side navigation panel to move through each topic. For answers to a specific question, click the link titled FAQ (Frequently Asked Questions) or contact the Academic Technology and Distance Education (ATDE) office.

Your comments and feedback regarding the tutorial and your online experience are always welcome. Send your questions to the Director of Distance Education or e-mail ATDE at atde@framingham.edu. We look forward to supporting your teaching and learning experience.

Sincerely,

Robin S. Robinson
Director of Distance Education

Andrea Pickles
Director of Academic Technology

About the Guide

The *Framingham State College Student Guide to Blackboard* is written for students using Blackboard on campus or online, and may also serve as a resource for faculty and staff. It is intended to be used as a resource guide, not a step-by-step manual. The guide describes many of the features and basic functionality of [Blackboard](#), the college Learning Management System (LMS).

Whether you are a novice or have taken classes with us before we recommend that you click here and print or save a copy of the tutorial to keep as a reference.

Topics covered by this resource guide include:

- Getting Started with Blackboard
- Blackboard Learning Environment
- Blackboard Features and Functionality
- Blackboard Course Environment
- Collaborative Learning Tools
- Blackboard Student Tools
- Blackboard Upgrade QuikFAQs®
- Student Strategies for Success
- Technology Requirements
- Resource Information
- FAQ (Frequently Asked Questions)

Getting Started with Blackboard

All Students are assigned a Blackboard username and password as part of the standard account creation process. The standard account is used to connect to Blackboard, the campus network, library databases, [myFramingham](#) portal, and web e-mail. If you did not receive your username and password call the 24/7 [Blackboard Support](#) line at 1.866.361.8970 or contact the Student Help Center at 508.215.5950.

Online Students receive a detailed e-mail with their account and login information shortly after they are added to their Blackboard course site. The e-mail provides details on how to access [Blackboard](#) and enter the online site. Included in this message is an assigned username and password -- which is required to enter the Blackboard learning space.

Online Students: The e-mail you receive is confirmation that you are enrolled in your Blackboard course site. A link to the course will display once the instructor makes the course available. All courses are made available on the day the class begins. If the e-mail is not received before the start of class, students should call our 24/7 Blackboard support at 1.866.361.8970 to receive their login and password information or contact the Academic Technology and Distance Education (ATDE) office at 508.626.4927.

Logging onto Blackboard

To access your Blackboard course sites and academic resources log onto the Blackboard server with your assigned username and password.

1. Enter the URL <http://framingham.blackboard.com/> from Microsoft's Internet Explorer or Mozilla's Firefox browsers.
2. Enter your assigned username and password.
3. Click Login or the [Enter] key. *That's it!*

Login Here

Welcome to Blackboard, the e-Learning platform used at Framingham State College. To get started login with your assigned Blackboard username and password.

By logging into this system, you agree to our [Acceptable Use Policy](#).

Username:

Password:

[Forgot your password?](#)

Login

Blackboard Learning Environment

[Blackboard](#) is used at Framingham State College to compliment and supplement our web-based course offerings. All online, hybrid, and web-enhanced courses are hosted by Blackboard on a dedicated server, accessible from any internet ready computer - PC or MAC - at any time, and from anywhere.

In January 2005, Framingham State College (FSC) made a major investment in its academic technology learning environment with the purchase of Blackboard's Academic Suite™. The suite is comprised of the three separate but integrated applications listed below. Most users on campus know the system as simply, Blackboard.

Blackboard Learning System

Framingham State College purchased Blackboard as its LMS in 2000. It is widely used by faculty, students, and staff to share information and course materials, to engage students in critical thinking, and also serves as the classroom environment for all online education.

Blackboard Content System

Content sharing, Virtual Hard Drive space, e-Portfolio tools, e-Reserves, and a Learning Object catalogue complete the Content System tool set. Every full time student entering Framingham State College is provided with an e-Portfolio template which may be used to showcase their 4 year experience. All students may use these tools to promote the work completed during their educational experience at Framingham State College.

Community System

The Blackboard Community System is used to connect diverse segments of the college community with course information, library databases, and college resources. Based on "roles", the system delivers specific information based on a person's use of the Blackboard LMS. The Community System role feature is used to provide students with a personal connection to the Framingham State College learning environment.

Together, these products provide FSC with an internet accessible educational environment that promotes teaching and learning, file-sharing, and community building.

My Home Page

The Blackboard **My Home** Page is the starting point for all Blackboard users including students, faculty and staff. From here students gain access to all course and organization sites in which they are enrolled or participating. Links to these sites appear in the My Course or My Organization boxes *if the instructor/leader has made the site available.*

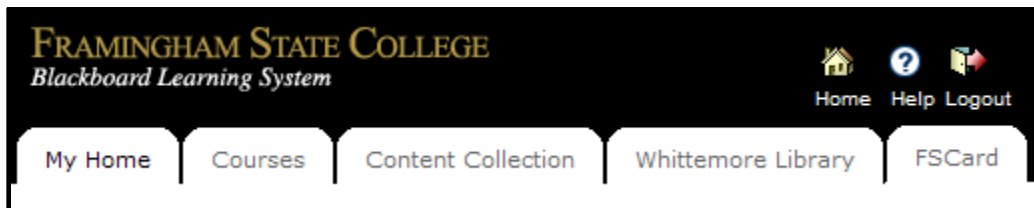
Note: If the course is unavailable, no courses will be listed in the My Course box. This does not mean you are not enrolled; it is an indication that the professor has not opened the site to students.

The screenshot displays the Blackboard My Home page for a user named Robin. At the top, the Framingham State College logo and 'Blackboard Learning System' are visible, along with navigation links for Home, Help, and Logout, and a search bar. Below this is a row of navigation tabs: My Home, Courses, Content Collection, Whittemore Library, System Admin, and FSCard. The main content area features a 'Welcome, Robin' message with buttons for 'Module Administrator', 'Modify Content', and 'Modify Layout'. On the left is a 'Tools' sidebar with links to Announcements, Calendar, Tasks, View Grades, Send E-mail, User Directory, Address Book, Personal Information, DGCE, and Bookstore. The central area contains several boxes: 'Blackboard Announcements', 'College Planning Committee Notices', and 'BB Training Opportunities'. On the right, there are 'My Courses', 'My Organizations', and 'My Announcements' boxes. The 'My Announcements' box shows a message: 'No system announcements have been posted today.' with a 'more.....' link.

Navigation Tabs

The navigation tabs that run across the Blackboard page are links to resources found in the Blackboard learning environment including;

- a list of all available courses,
- virtual hard drive space and e-Portfolio tools under Content Collection,
- Whittemore Library databases and, if applicable,
- FSCard account information.



Hint: Click Logout once you are ready to end your Blackboard session. This will clear your Blackboard web credentials, also known as "session cookies".

Content and Layout Buttons

Modify Content and **Modify Layout** buttons are used to customize and personalize the color theme, page layout or page content.

- Select **Modify Content** to select the information that is posted on the page. The buttons appear in the upper right corner of the My Home page.
- Select **Modify Layout** to change home page colors or rearrange the page layout.



My Courses/My Organizations

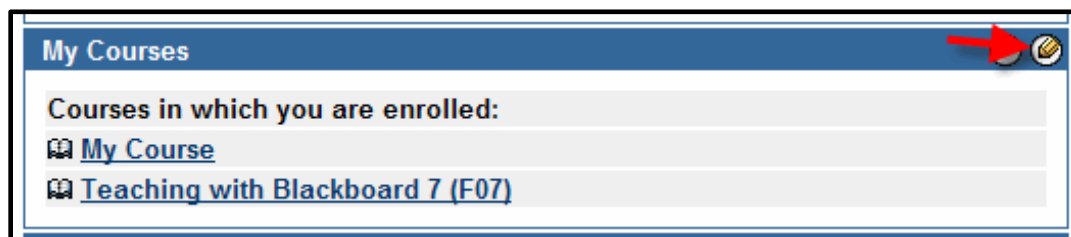
The My Courses box lists all available courses in which you are enrolled. My Organizations lists all your club sites. Click the link to the course/organization title to enter the site and access your course/organization information.



Pencil Icon

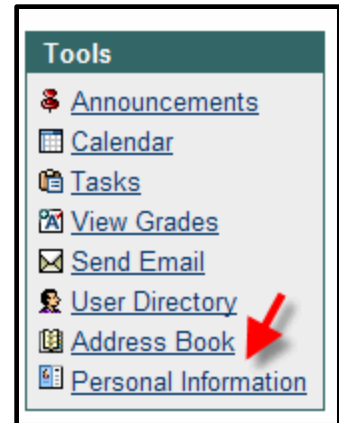
The pencil icon in the right corner of the My Courses box allows users to display or hide their active links. A link to the course/organization will display when the instructor makes the course available. All courses are listed as unavailable by default. If the course is unavailable students will not see the course listed. *This does not mean you are not enrolled.*

Note: If you do not see a course title when the class begins, call the 24/7 Blackboard support at 1.866.361.8970 for assistance.



My Home Page Tools Box

Use the options in the **Tools** box (located on the left side of the My Home page) to access information from all available courses in which you are enrolled. The link most commonly used is **Personal Information**. Select Tools box options to change your password, edit your e-mail address, or set your privacy options.



Blackboard Features and Functionality

Web based courses have been part of the curriculum at Framingham State College (FSC) since 1998 when the first online course was from a web site. In the year 2000, [Blackboard](#) was adopted as the college's Learning Management System. Since that time the number of instructors who use Blackboard to deliver course material on-campus and online has continued to grow. The expansion of online and web-enhanced learning is attributed to a dedicated group of educators and strong administrative support. As a Blackboard user you will have the opportunity to be involved in learning environment which fosters participation, critical thinking, and promotes many styles of communication.

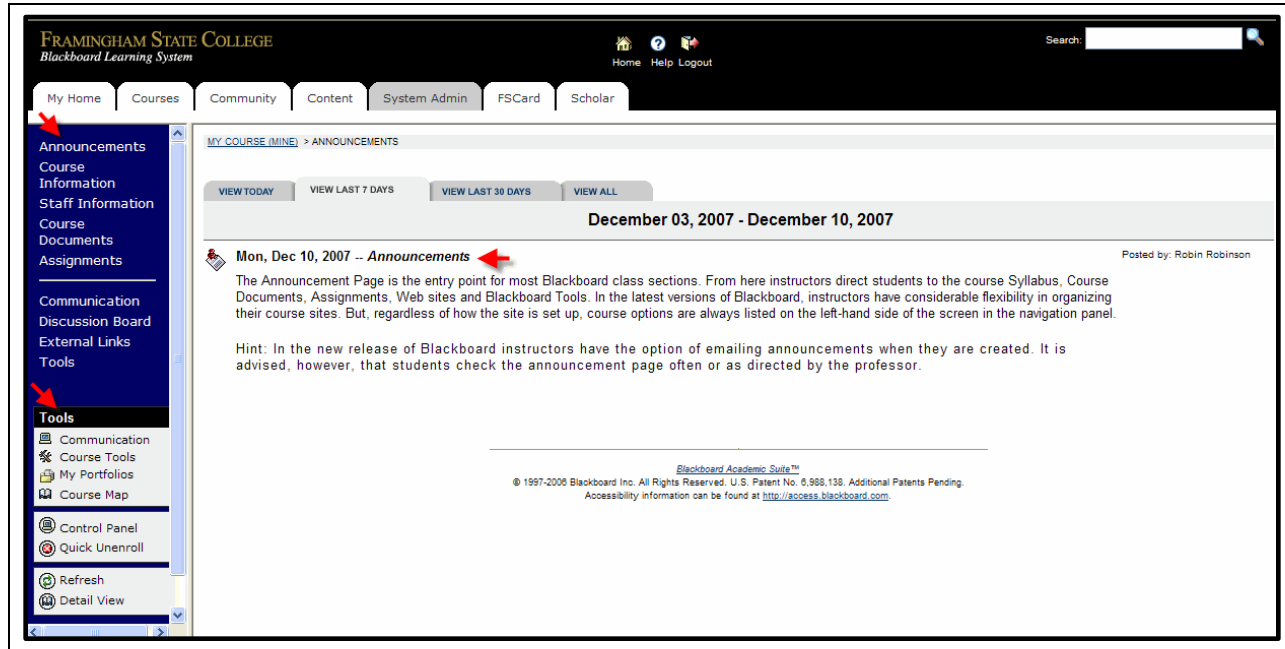
Features of the Blackboard LMS include:

- Ease of use
- Customizable Learning Environment
- Collaboration and Communication tools
- Access to information anytime – anywhere
- Access to Grades and Personal Information
- Links to a virtual content space
- E-Portfolio tools
- Easy access to Library Resources
- Access to the FSCard Transaction System

Blackboard Course Environment

All Framingham State College course sites contain similar elements including an Announcement Page, Menu Panel and Course Tools. It is important to note, however, that not all instructors use the same menu items or course options.

To navigate a course use the options listed in the dark blue side menu panel, as shown in the graphic below.



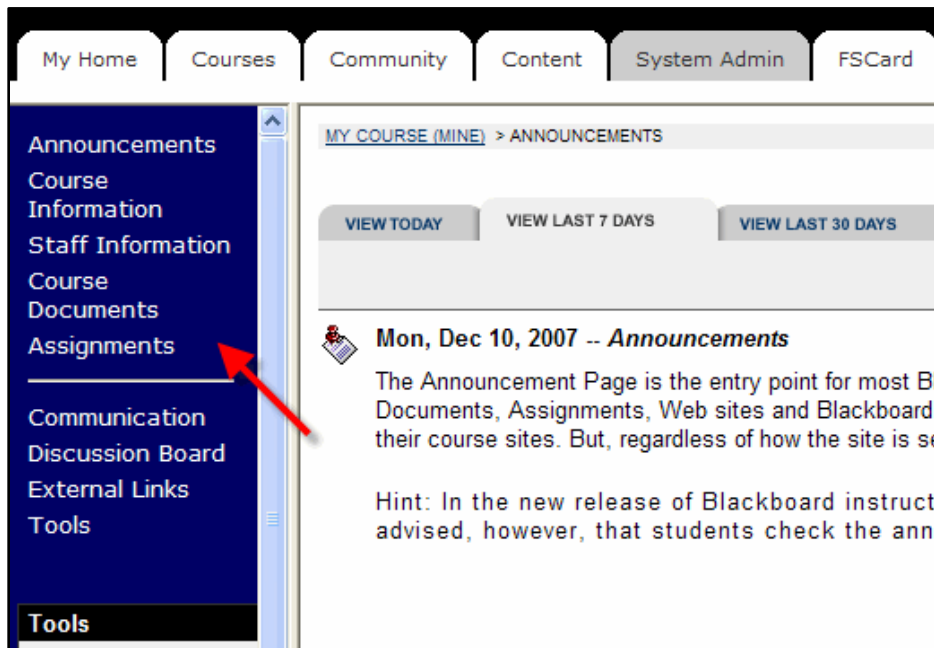
Announcement Page

The Announcement Page is the main entry point for most Blackboard class sections. From here instructors direct students to the content and resource areas of the course including; Syllabus, Course Documents, Assignments, External Links, and Tools.

The screenshot displays the Blackboard Learning System interface for Framingham State College. At the top, the college name and logo are visible, along with navigation links for Home, Help, and Logout. Below this is a search bar and a set of tabs for navigation: My Home, Courses, Community, Content, System Admin, FSCard, and Scholar. The main content area is titled "MY COURSE (MINE) > ANNOUNCEMENTS" and features a date range of "December 03, 2007 - December 10, 2007". A red arrow points to the "Announcements" link in the left-hand navigation panel. Another red arrow points to the "Announcements" heading of a post dated "Mon, Dec 10, 2007". The post text states: "The Announcement Page is the entry point for most Blackboard class sections. From here instructors direct students to the course Syllabus, Course Documents, Assignments, Web sites and Blackboard Tools. In the latest versions of Blackboard, instructors have considerable flexibility in organizing their course sites. But, regardless of how the site is set up, course options are always listed on the left-hand side of the screen in the navigation panel." A hint follows: "Hint: In the new release of Blackboard instructors have the option of emailing announcements when they are created. It is advised, however, that students check the announcement page often or as directed by the professor." The footer contains copyright information for Blackboard Inc. (© 1997-2006) and a link to accessibility information.

Course Menu Panel

The side **Course Menu** panel provides a link to all course content, resources and tools. If this is the first time you are using Blackboard take a tour of the course by clicking all links in the side Menu Panel before your course begins. Find the course syllabus, schedule, class requirements, methods of communication, and learn where to go for help.

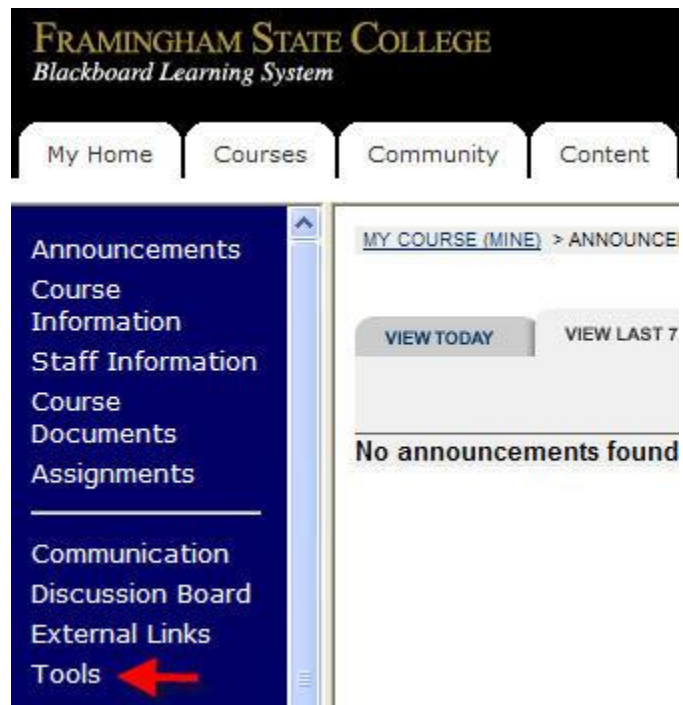


Course Tools

Course Tools are listed under the **Tools** link in the side menu panel or as a separate option in the Tools box located under the menu area of the course. The link may also be titled Student Tools or Course Tools. Regardless of what it is called, all options point to the same place.

Your professor will decide which tools are available in your course. Tools most often used include:

- Announcements
- Blog and Wiki Tools
- My Grades
- Home Page
- Personal Information
- Course Portfolios



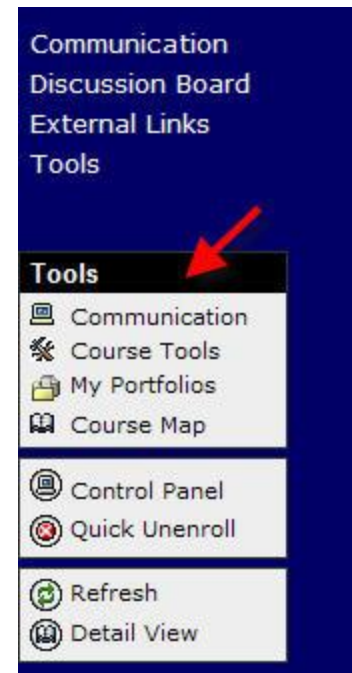
The screenshot displays the Blackboard Learning System interface for Framingham State College. At the top, the college name and "Blackboard Learning System" are visible. Below this is a navigation bar with tabs for "My Home", "Courses", "Community", and "Content". A side menu is open, listing various options: "Announcements", "Course Information", "Staff Information", "Course Documents", "Assignments", "Communication", "Discussion Board", "External Links", and "Tools". A red arrow points to the "Tools" option. The main content area shows "MY COURSE (MINE) > ANNOUNCEMENTS" with buttons for "VIEW TODAY" and "VIEW LAST 7". Below this, it states "No announcements found".

Course Tools Box Options

The Course Tools Box provides quick access to many course resources including;

- Communication Tools,
- Content System Portfolios, and a
- Course Map to easily locate course content.

The **Quick/Detail View** option may be a new feature to many Blackboard users. It operates similar to the Course Map to allow for more easy access to course content. The Quick View is the default setting and displays information in a collapsed list. Choose Detail View to list all content items in the course.



Note: Not all items shown in the Tools list to the left are available in every course. Each professor has the option to modify the choices for their course.

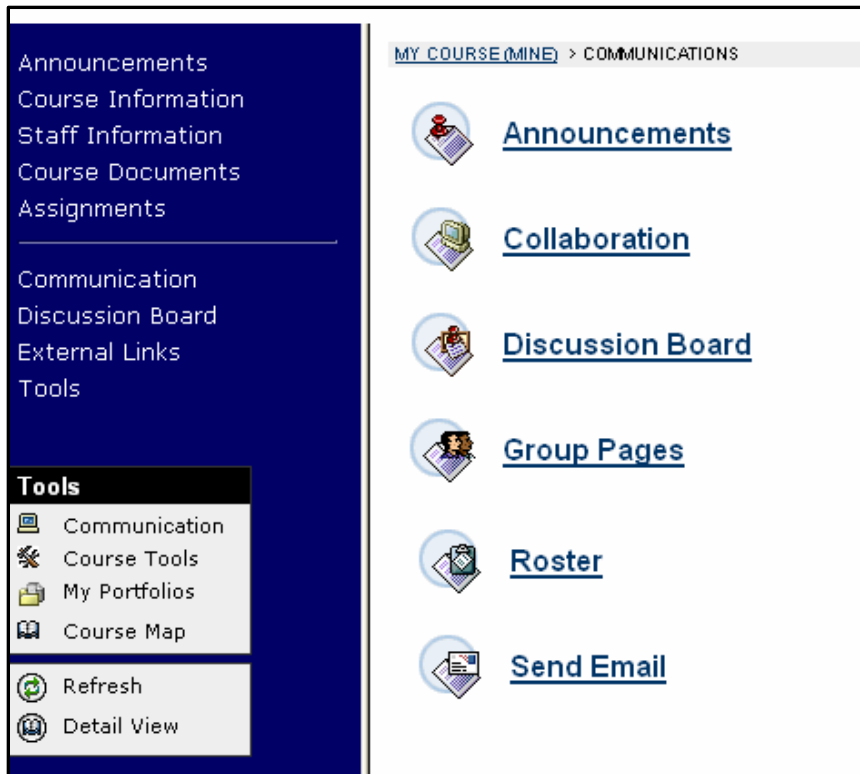
Collaborative and Communication Tools

Blackboard provides many options for students to interact with their instructor and each other, or engage in the course content. The items listed below are used in many online classes and in some web-enhanced course sites. Each professor will select the tools which meet their course objectives and activities.

Communication takes place on a one-to-one basis, in groups, and often with the whole class in many online and web-enhanced course sites. Students who take web-based courses at Framingham State College report that they are much more interactive than classroom-based courses. This is sometimes surprising to students who have not yet experienced an online course. However, old-timers understand very well how online communications are frequent and deep.

The communication tools listed in the graphic below include;

- Announcements
- Real-time Collaboration
- Asynchronous Discussion Board
- Group Pages
- Roster
- Send E-mail



The image shows a screenshot of a Blackboard course navigation menu. The left sidebar is dark blue with white text. The main content area is white with a light blue header. The header reads "MY COURSE (MINE) > COMMUNICATIONS". Below the header, there are five items, each with a circular icon and a blue underlined link: "Announcements" (document with red pushpin), "Collaboration" (document with computer monitor), "Discussion Board" (document with speech bubble), "Group Pages" (document with two people), "Roster" (document with calendar), and "Send Email" (document with envelope). The left sidebar contains a list of navigation options: "Announcements", "Course Information", "Staff Information", "Course Documents", "Assignments", "Communication", "Discussion Board", "External Links", "Tools", and a "Tools" section with icons for "Communication", "Course Tools", "My Portfolios", and "Course Map". At the bottom of the sidebar are "Refresh" and "Detail View" options.

Announcements

The Announcement page is the default entry point for most online courses. From here instructors post directions and messages regarding assignments and course material. It is advisable to check this link often or as directed by your professor.



The screenshot shows the Blackboard Learning System interface for Framingham State College. At the top, there is a search bar and navigation links for Home, Help, and Logout. Below this is a horizontal menu with buttons for My Home, Courses, Community, Content, System Admin, FSCard, and Scholar. On the left side, there is a vertical navigation menu with links for Announcements, Course Information, Staff Information, Course Documents, Assignments, Communication, Discussion Board, External Links, and Tools. The main content area displays the path 'MY COURSE (MINE) > ANNOUNCEMENTS' and four filter buttons: 'VIEW TODAY', 'VIEW LAST 7 DAYS', 'VIEW LAST 30 DAYS', and 'VIEW ALL'. A date range 'December 19, 2007 - December 26, 2007' is shown, followed by the text 'No announcements found.' A red arrow points to this text. At the bottom, there is a copyright notice for Blackboard Academic Suite™, dated 1997-2008, and a link to accessibility information at <http://access.blackboard.com>.

Hint: In the new release of Blackboard instructors also have an option to e-mail new announcements. However, it is still advisable to check the announcement page often or as advised by your instructor.

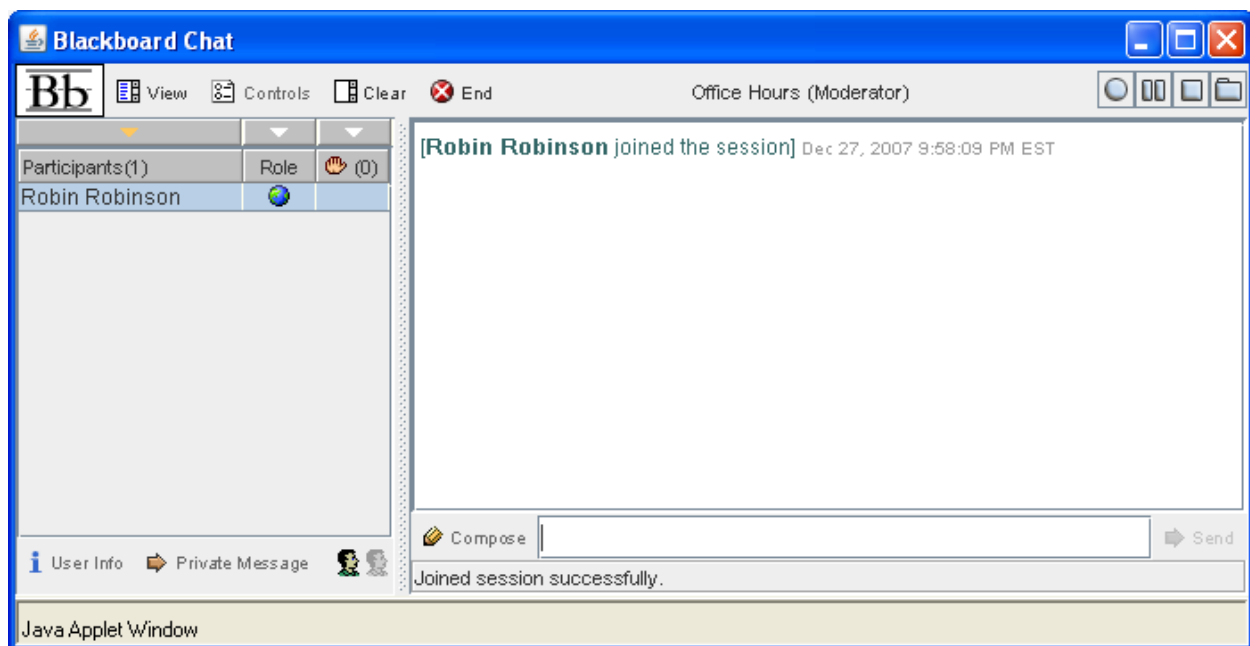
Real Time Collaboration Tools

Blackboard real-time collaboration tools are used to hold synchronous discussions as well as share web sites or course materials.

The resource is split into two separate applications; **Lightweight Chat** or **Virtual "Lecture Hall" Classroom**. The Lightweight Chat allows students to hold synchronous conversations in a chat window similar to Instant Messaging. The Lecture Hall allows participants to pull in content posted in the Blackboard course site as well as text message.

Important! The first time anyone joins either a Lightweight Chat or Virtual Classroom session they must download a Java Applet. This application is free and available in every Blackboard course site when you join a real time chat session.

Instant Messaging, SKYPE, and Elluminate are also used to promote real time communication. Review your course information to become familiar with the tools your professor plans to use.



To join a chat session, follow these steps:

1. [Click here](#) to view an online tutorial on using the Lightweight Chat tool.
2. Install the Java Applet (if you have never participated in a chat session).
3. Click Communication > Collaboration.
4. Click Join to enter either a Lightweight Chat or Lecture Hall synchronous discussion.

Note: If you are interested in using these tools for a group project, contact your instructor and ask that they be made available in your group space.

Discussion Board

Discussion Boards are used for content engagement in an asynchronous format - not all participants are logged in at the same time. The instructor initiates the discussion by creating the topic or what is referred to as the Discussion Forum. Once created, students click the title of the forum to enter the discussion. Each new comment posted to the Discussion Board is called a thread. Anyone in the class may use the Reply or Quote button to respond to a new thread.

Hint: If you are new to Blackboard or if you have not posted to the Discussion Board recently, [click here](#) to review what changed. You may also wish to review the information included in the following QuikFAQs section of this guide.

Group Pages

Group Pages are setup by the instructor of the course. Only members of a group may enter the group space. Students who participate in a Blackboard group area have access to e-mail, discussion boards, real-time collaboration tools and a shared document space. This is a very valuable feature and one of the reasons that many of our students assert that online courses are even more interactive than classroom-based courses.

[MY COURSE \(MINE\)](#) > [COMMUNICATIONS](#) > [GROUP PAGES](#) > [GROUP MEMBERS ONLY](#) > [GROUP TOOLS](#)

Group Page: Group Members Only

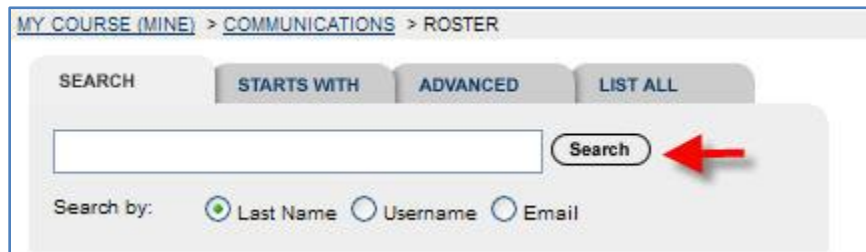
- ▶ [Group Discussion Board](#)
- ▶ [Collaboration](#)
- ▶ [File Exchange](#)
- ▶ [Send Email](#)
- ▶ **Group Members**
This group has no members.

Framingham State College added Wiki and Blog tools to enhance group collaboration activities. These options are listed under the Tools link if the instructor chooses to make these tools available.

Roster

The Roster lists everyone enrolled in the course site. If the instructor has asked students to create a Homepage, student information will appear when the link to their name is selected. All students enrolled in the course have the option to "hide" their e-mail address from the roster list.

The Personal Information option in the Tools Box of the home page is used to set individual privacy options, e-mail changes or password settings. Privacy changes will block an email address from being displayed in the roster list.



MY COURSE (MINE) > COMMUNICATIONS > ROSTER

SEARCH STARTS WITH ADVANCED LIST ALL

Search

Search by: Last Name Username Email

A red arrow points to the Search button.

Send E-mail

The Send E-mail option in Blackboard allows all members of the class to more easily communicate without knowing each person's e-mail information. When a message is sent, Blackboard uses information saved in each person's personal information profile. For this reason, it is important that the address is kept current.

E-mail sent from Blackboard does not remain on the server. The system will automatically e-mail a copy of the message to the sender of the message. E-mail messages may be sent to an individual, a course group, student members or the instructor.

[MY COURSE \(MINE\)](#) > [COMMUNICATIONS](#) > SEND EMAIL

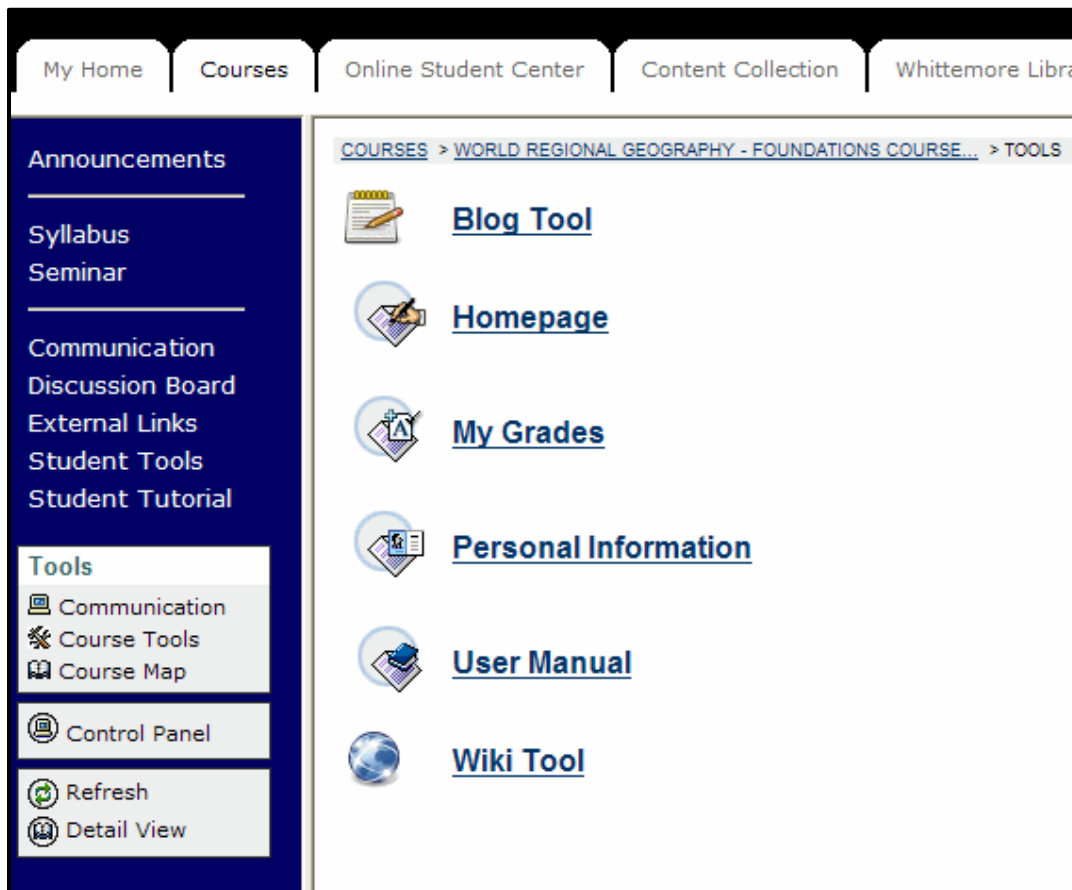
Send Email

- ▶ [All Users](#)
- ▶ [All Groups](#)
- ▶ [All Student Users](#)
- ▶ [All Teaching Assistant Users](#)
- ▶ [All Instructor Users](#)
- ▶ [Select Users](#)
- ▶ [Select Groups](#)

Student (Course) Tools

All users in a Blackboard course site have access to a set of tools. Similar to the Communication tools, each professor has the option to select only the tools which will enhance their web-based learning environment. Tools used in many course sites provide students with options to develop and modify a personal home page, check grades in a secure environment, reference a Blackboard user manual, participate in a course Blog or Wiki, or view course Portfolios. Options displayed in the graphic below are described on the following page.

Hint: To view options available in your course, click the link to Tools in the navigation pane. In some courses this may also be titled Course Tools or Student Tools.



The screenshot displays the Blackboard course navigation interface. At the top, there are tabs for 'My Home', 'Courses', 'Online Student Center', 'Content Collection', and 'Whittemore Libra'. The 'Courses' tab is active, showing a breadcrumb trail: 'COURSES > WORLD REGIONAL GEOGRAPHY - FOUNDATIONS COURSE... > TOOLS'. The left navigation pane is dark blue and contains several sections: 'Announcements', 'Syllabus Seminar', 'Communication' (with sub-items: Discussion Board, External Links, Student Tools, Student Tutorial), 'Tools' (with sub-items: Communication, Course Tools, Course Map), 'Control Panel', 'Refresh', and 'Detail View'. The main content area on the right lists six tools, each with an icon and a blue underlined link: 'Blog Tool' (notepad icon), 'Homepage' (notepad with pencil icon), 'My Grades' (calculator icon), 'Personal Information' (ID card icon), 'User Manual' (book icon), and 'Wiki Tool' (globe icon).

Homepage

Every Blackboard student is provided with space for building a course site Homepage. Using the Blackboard Homepage link, students have the option to enter an intro message, information about themselves, and a digital photograph. Many instructors will ask their students to build a Homepage as a means of introducing online students to their classmates. It is recommended that you complete this activity before the start of class.

Building a Homepage is a common first assignment in an online class. To add your Homepage to your course site follow these steps.

1. Click the link to Homepage from the Student Tools menu
2. Enter Introduction and Personal Information as directed by your professor
3. Include a picture of yourself if asked (For best results, the image size should be 150x150 pixels)
4. Enter your favorite web sites as directed
5. Click Submit to save

My Grades

Students may check their progress in a course using the My Grades option. When My Grades is selected from the My Home Tools Box, grades are available for all courses in which a student is enrolled. When My Grades is selected from within a course site, only the grades for that class are displayed.

Your grades for this Course

Item Name	Due Date	Last Submitted, Modified or Graded	Calculated Grade	Points Possible	Average Score	Weight	
New Thread			-	10	10	0%	
Tuesday Workshop			-	10	0	0%	
Blackboard 7.3		Dec 9, 2007 5:27 PM	10	10	10	0%	
Blackboard Assignment		Dec 9, 2007 5:34 PM	8	10	8	0%	View Comments
Tag Forum			-	10	0	0%	
Total			18	50	-		
Weighted Total			Not Applicable		-		

Note: Grades are only visible if the instructor uses the online grade book in Blackboard.

Personal Information

Click Personal Information to manage personal data and privacy settings. Using these options student may edit their e-mail address, Blackboard password, their default CD drive and define privacy settings. This option is also available in the Tools box of your Blackboard My Home page. When personal information is changed, the modification is reflected system wide.

PERSONAL INFORMATION



Personal Information

- ▶ [Edit Personal Information](#)
Edit personal information.
- ▶ [Change Password](#)
Choose a new password.
- ▶ [Set CD-ROM Drive](#)
Set the CD-ROM drive used to access content on your local computer.
- ▶ [Set Privacy Options](#)
Select which fields of your personal information are publicly available.
- ▶ [Set Visual Text Box Editor Options](#)
Set the options for using the Visual Text Box Editor.
- ▶ [Set Language Pack](#)
Set your User Language Pack

User Manual

The User Manual is a resource developed by Blackboard and listed under Tools. It includes documentation on many of the features and functionality of the Blackboard LMS.

Assistance is also available from these Framingham State College sites and resources.

- **Presidium Learning** is an extension of Academic Technology and Distance Education (ATDE). The service provides technical assistance to both students and faculty. Blackboard Support is available 24 hours a day, 7 days a week online or by calling the toll free number 1.866.361.8970. In addition, TTY (Teletypewriter) access is also available by calling 703.464.0515. Or, students may check out online support tools, chat with a technician or report a technical problem by visiting the Blackboard Online Resource Center web site.
- **Academic Technology and Distance Education (ATDE) 508.626.4927**
ATDE provides students and faculty with academic support for software, online courseware and instructional applications. The office is located in Hemenway Hall G09. Resource information is also available online at <http://www.academicsonline.org>. Contact ATDE by calling 508.626.4688 if you have questions about taking a course online.

If you are new to Blackboard or are interested in learning more we also invite you to walk through our student tutorial. View the tutorial online or download the PDF file.

- **Division of Graduate and Continuing Education (DGCE) 508.626.4550**
At the Division of Graduate and Continuing Education at Framingham State College students find that excellence goes hand-in-hand with intellectual development and enrichment. DGCE provides a comprehensive range of study including graduate, undergraduate and certificate programs, non-credit courses, and programs for educators. Whether you take classes on campus or online, you'll get personal attention and practical training.

DGCE is located on the fifth floor of the College Center. You will also find the office online at <http://www.framingham.edu/dgce>. Contact DGCE if you have questions about your program of study or wish to speak to an advisor. Direct e-mail questions to dgce@framingham.edu.

- **Online Student Center on Blackboard**
The Online Student Center is an area on Blackboard and an organization site open to all students taking courses at a distance. Whether you are new to online learning or a returning online student, we invite you to visit the site often and participate in the discussion boards, review the information posted online, and share your experience with other online students. To access the information, log onto Blackboard, click the Tab titled Online Student Center, then open the organization site with the same name.
- **Student Help Center (Hemenway Hall)**
508.215.5950 or email: shd@stumail.frc.mass.edu

Digital Drop Box versus the Assignment Tool

Digital Drop Box

The Digital Drop Box enables students to electronically exchange files with their instructor. It is also used as a storage area if you are working on a file from more than one computer. However, we are recommending that both students and faculty use the new Assignment Tool in its place. We also recommend that students use their Content space to store their course work if switching between computers.

Note: If your instructor does decide to use the Digital Drop Box, be sure to Use the SEND FILE button to submit a completed file to the instructor. Use the Content System if you wish to save files on Blackboard.

Assignment Tool

Students have many options for submitting assignments including attaching the document to an e-mail message, posting a file to the discussion board for all to see, sending it through the Digital Drop Box, or by using the Assignment Tool.

- E-mail is quick but requires that the instructor creates a tracking system on their personal computer.
- The discussion board works well but is not a good solution for independent work.
- This leaves the Digital Drop Box and the Assignment Tool.

All of these options have their advantages but the Assignment feature is the recommended method. Features of the Assignment Tool include:

- Automatically creates an entry in the Gradebook
- Tracks all associated assignment documents
- Provides a space to share comments

Note: To understand how the tool is used to submit your assignment and view your final grade, click the links below. (These tutorials were developed for the previous version of Blackboard but the steps still apply.)

Submitting an Assignment in Blackboard In this animated tutorial, you will learn how students submit an Assignment in a Blackboard Learning System (Release 6) course web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_Submitting_an_Assignment_viewlet_swf.html

Viewing an Assignment Grade in Blackboard In this animated tutorial, you will learn how students view an Assignment Grade in a Blackboard Learning System (Release 6) course web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_View_Assignment_Grade_viewlet_swf.html

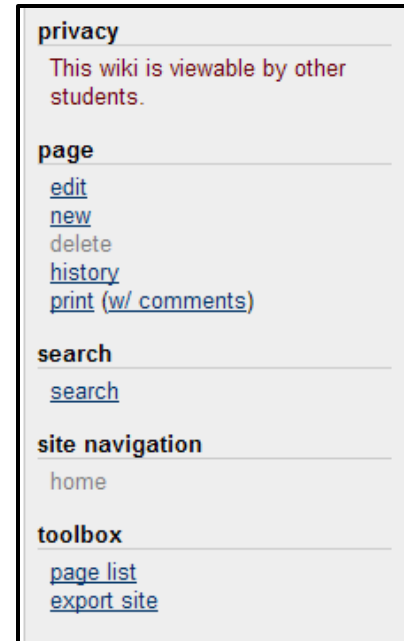
Blog and Wiki Tools

Group work in an online class is always encouraged. It is a way to make students feel that they are connected to other members of the class and not working in isolation. In Fall 2006, Blog and Wiki tools were added to Blackboard to enrich the group learning experience. These tools were created by a third party vendor (Learning Objects) and added to Blackboard to enhance the core tool set.

The **Blog** tool provides a space for students to reflect on a reading assignment or class activity. A student's work may then be shared only with the instructor or with the entire class.

The **Wiki** tool allows for group collaboration in a single work space. Instructors may limit access to the site to defined groups in Blackboard or open the site to all members of the class. In the past it has been a challenge to know who contributed to the group project. This new tool provides the instructor and students with a method to view collaboration efforts.

Both, the **Blog and Wiki** tools are listed as options on the course Tools menu or they may be listed as links in any course content area. The **Course Blog and Wiki** tools are most effective when used for semester based projects that benefit the entire class. The Blog and Wiki edit options are listed in a side navigation panel. Use these links to add or edit content in the web space.



The screenshot shows a side navigation panel for a Wiki page. It is organized into several sections, each with a horizontal line separator below it:

- privacy**: This wiki is viewable by other students.
- page**: edit, new, delete, history, print (w/ comments)
- search**: search
- site navigation**: home
- toolbox**: page list, export site

Blackboard Upgrade QuikFAQs©

Framingham State College Blackboard server is upgraded when new features and functionality are added which enhance the teaching and learning environment. Notices are posted to the Blackboard server in advance of the upgrade to alert users a change is scheduled.

With the most recent release, many of the communication and assessment tools commonly used in Blackboard have been modified or enhanced - some more than others. The tool most changed is the Discussion Board. Users of the Content System will also find that updates have been made to the e-Portfolio tool and Blackboard Content Space.

Highlights of the most recent changes are listed below and explained on the following pages.

- New additions to the Visual Text Box Editor
- Enhanced VTBE Browser Support
- Enhanced Discussion Board Tools
- Additional Testing and Gradebook functionality
- Enhanced e-Portfolio and Content System features and functionality

Visual Text Box Editor (VTBE)







In older versions of Blackboard only Internet Explorer users saw a WYSIWYG editor when working with Content Areas and a few other places, such as Test Questions. Firefox users only had options of Smart Text, Plain Text, or HTML. In the most recent release a new Visual Text Box Editor is available for all mainstream browsers. New features or new icons are highlighted below.



VTBE Features

The function of each VTBE icon displays when the cursor hovers over a symbol. This is helpful when you are trying to determine how to copy, cut or paste. Users will also notice that HTML code displays for a few seconds when the VTBE first opens – don't panic. Within a few seconds regular text will appear.

The icons added to the text box include the following.

-  Strike Through
-  Superscript
-  Subscript
-  HTML Pane
-  Preview Pane
-  Clear Formatting

Enhanced VTBE Browser Support

The VTBE is compatible with the following list of PC browsers.

- Internet Explorer 6.0
- Firefox 1.0
- Netscape 8.0
- For Mac users, the VTBE works with
- Safari 2.0 and Firefox 1.0

Firefox Users may need to perform an extra step to enable the cut, copy and paste functions. This is a function of the Firefox browser, not Blackboard. The first time a user attempts to cut, copy, or paste text in the VTBE, a message from Firefox will appear explaining that the action is not allowed. A link is provided with information to enable the cut, copy, and paste functions by editing a Firefox configuration file. The link currently points to <http://www.mozilla.org/editor/midasdemo/securityprefs.html>.

Macintosh users may find that this does not fully resolve the problem, particularly because Firefox does not permit pasting text from Microsoft Office files on Mac. To accomplish this task, paste the text into a basic text editor, such as TextEdit or Notepad, and then paste the text into the VTBE.

Enhanced Discussion Board Tools

Discussion Board Terminology

Users new to Blackboard may find the list of Discussion Board definitions helpful. We recommend that you review this list before you post your first thread. If you have used the discussion board in the past you may also wish to test your knowledge of the terms included in the table below.


TERM	DEFINITION
Discussion Board	The area of your course module where ALL discussion forums available to you are displayed.
Discussion Forum	A discrete “themed” discussion comprising a thread or series of threads.
Thread	A discrete subject of conversation within a forum and formed from a series of posts that follow on from each other about the thread’s initial subject.
Post/Message	A post is your individual contribution to a thread, generally in text form (but can include other media or attachments). You make a post to start a new thread or reply to existing posts within a thread.
Reply	A reply is posted in response to an initial thread or another post.
Quote	Quotes embed a person’s post into a new reply.
Member	Anyone who is in some way able to contribute to a discussion forum. Note that a forum doesn’t necessarily have to include everyone enrolled in the module.
Moderation	Process by which posts are vetted for appropriateness. Members of a forum (usually your instructor or tutor) will have the right to remove or edit posts made by any forum member for example.
Forced Moderation	Process that forces all posts made to enter a Moderation Queue for approval before they are “published” and thus become visible to standard forum members (those without moderation privileges).

Discussion Board Features

The Discussion Board content space links to all discussion forums set up within a course site. Available forums are displayed in a table, under a search facility, as shown below. To enter a forum, click the title of the forum. In the graphic below, a user would click the link titled Blackboard Discussion Board.



The screenshot shows the Blackboard Discussion Board interface. At the top, there is a breadcrumb trail: "MY COURSE (MINE) > DISCUSSION BOARD". Below this is a header section with a "Discussion Board" title and a "Forum" button. A table lists the available forums. A red arrow points to the "Blackboard Discussion Board" link in the table.

Display Order	Forum	Total Posts	Unread Posts	Total Participants	Grade
1	Blackboard Discussion Board	3	0	1	

Blackboard 7.3 features and functionality.

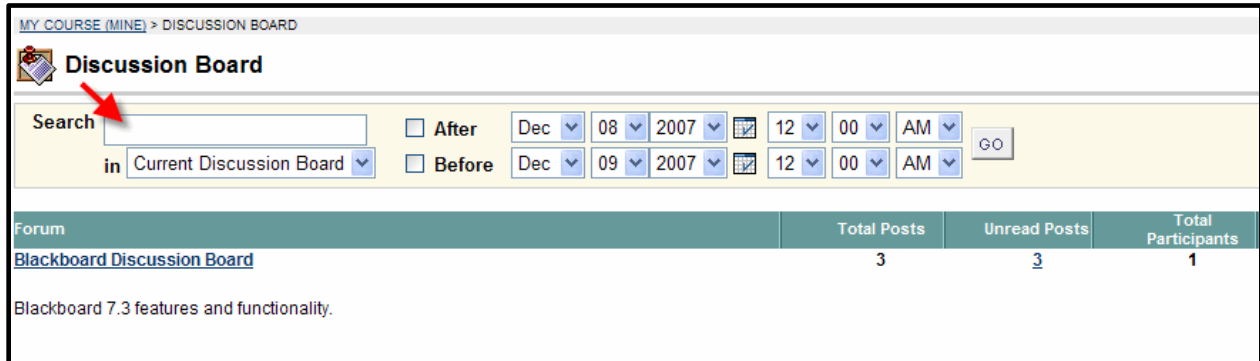
Forum Updates

In the most recent upgrade the Discussion Board Forum is greatly changed. New features include:

- The Total Posts, Unread Posts and Total Participants columns replace the old participant reporting method of listing what is "New".
- The buttons for adding forums and threads have been reduced to +Forum and +Thread.
- The link to Unread Posts opens new discussion board threads.
- If the discussion board is graded, an icon will appear (as shown above) in the forum view.

Forum Search Options

New search functionality was also added. It is now possible to search all discussion board posts in the course not just the current Discussion Board posts. The date option is used to further define search parameters.



MY COURSE (MINE) > DISCUSSION BOARD

Discussion Board

Search After Dec 08 2007 12 00 AM Before Dec 09 2007 12 00 AM

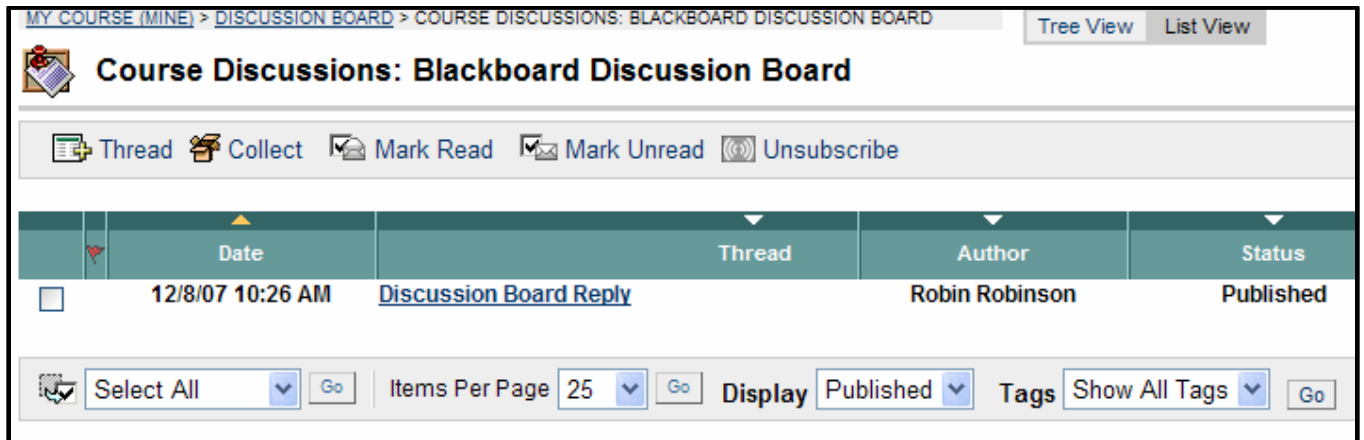
in Current Discussion Board

Forum	Total Posts	Unread Posts	Total Participants
Blackboard Discussion Board	3	3	1

Blackboard 7.3 features and functionality.

Discussion Board Tree and List Views

The thread views also display information in a new manner. In this example the instructor has added a new thread to begin the discussion. The List View, shown below, lists only the main discussion board threads. Associated child posts display when the Tree View button is selected.



MY COURSE (MINE) > DISCUSSION BOARD > COURSE DISCUSSIONS: BLACKBOARD DISCUSSION BOARD

[Tree View](#) [List View](#)

Course Discussions: Blackboard Discussion Board

	Date	Thread	Author	Status
<input type="checkbox"/>	12/8/07 10:26 AM	Discussion Board Reply	Robin Robinson	Published

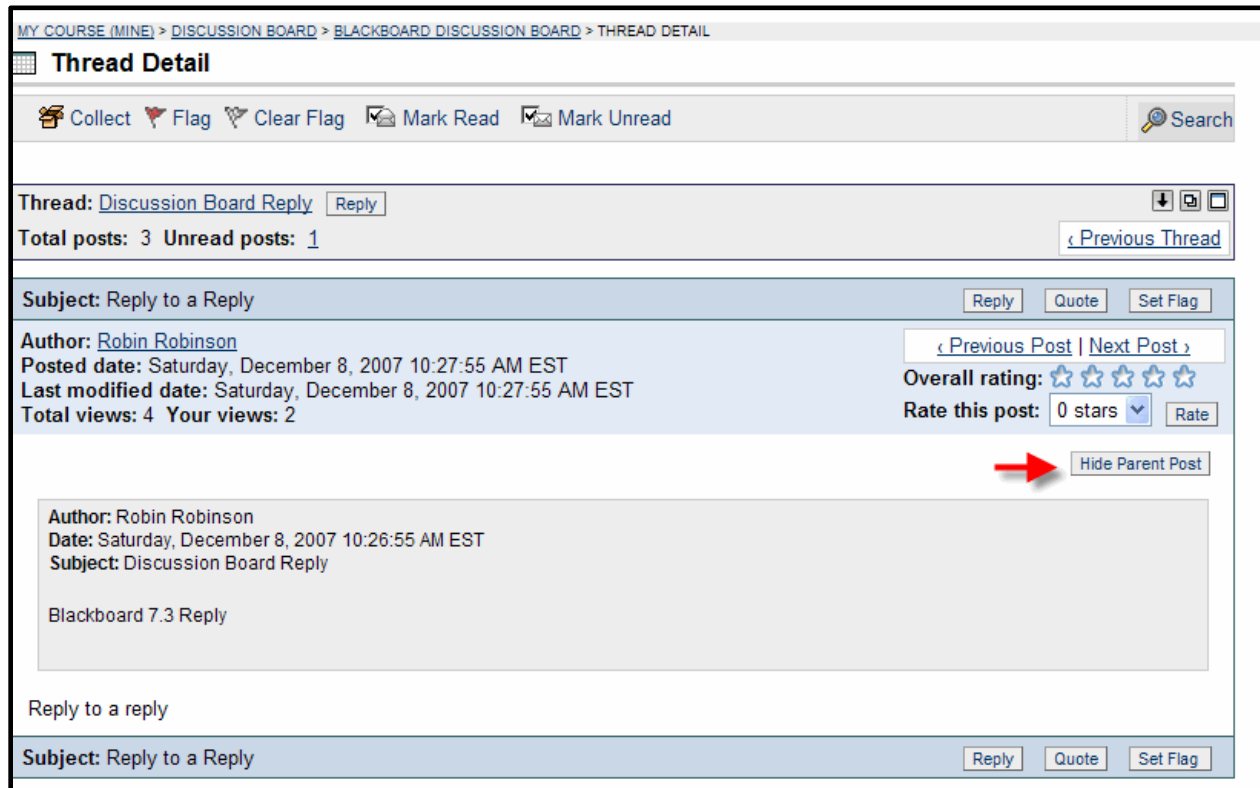
Select All Items Per Page 25 Display Published Show All Tags

Additional changes to the Thread View include:

- The **Options Toolbar** now displays at the top of the screen.
- Sorting entries (in ascending or descending order) is done with the triangles located above each column heading.
- The **Tree View** and **List View** buttons are used to expand or collapse discussion board threads. When the List View is selected only the top level threads are listed in the display. Click Tree View to show an expanded list similar to what was used in earlier versions of Blackboard.
- In the **List View**, author replies no longer appear directly underneath the thread topic. Instead they are opened by clicking the thread link.
- Unread posts appear in bold type.
- New flagging options are used to mark important or special postings (by an individual).
- The **Subscribe** button allows users to be notified via e-mail whenever a thread is updated.

New Thread/Reply Options

Thread/Reply options are also enhanced as shown in the graphic below. Discussion Board threads become self contained. The Threads and the replies will appear in the top of the window and the messages themselves will appear below as shown in the example below.



The screenshot displays a Blackboard Discussion Board interface. At the top, a breadcrumb trail reads: MY COURSE (MINE) > DISCUSSION BOARD > BLACKBOARD DISCUSSION BOARD > THREAD DETAIL. Below this is a 'Thread Detail' header with a grid icon. A toolbar contains icons for 'Collect', 'Flag', 'Clear Flag', 'Mark Read', and 'Mark Unread', along with a 'Search' button. The main content area shows a thread titled 'Discussion Board Reply' with a 'Reply' button. It indicates 'Total posts: 3' and 'Unread posts: 1', with a 'Previous Thread' link. The subject is 'Reply to a Reply', and there are 'Reply', 'Quote', and 'Set Flag' buttons. The author is 'Robin Robinson', posted on Saturday, December 8, 2007 at 10:27:55 AM EST. It shows an overall rating of 5 stars and a 'Rate this post' section with 0 stars and a 'Rate' button. A red arrow points to a 'Hide Parent Post' button. Below this, a grey box contains the parent post details: 'Author: Robin Robinson', 'Date: Saturday, December 8, 2007 10:26:55 AM EST', 'Subject: Discussion Board Reply', and the text 'Blackboard 7.3 Reply'. At the bottom, it says 'Reply to a reply' and 'Subject: Reply to a Reply' with 'Reply', 'Quote', and 'Set Flag' buttons.

New navigation options allow for easier access to Discussion Board posts. These tools are used to display additional information or navigate through each thread or reply.

Options available include:

- Parent Post button embeds the main thread in the reply window
- Previous and Next post buttons are used to navigate through discussion board threads
- Star rating system may be added for peer reviews (availability based on forum settings)
- Automatically embed a thread as a quote in a discussion board post
- Save posts as a draft until ready to be published. Only the author of the post is able to view saved posts. Use the Submit button to post a thread to the discussion board for all to see.

Testing and Gradebook Enhancements

Test and survey feedback reports now include more detailed information. Students will also see more details if the professors allows users to view their grades. Enhancements include:

- **Better Test Submission Receipt**



The Submission Report which verifies that a student has submitted a test successfully now includes more details, including the date/time of submission. Instructors may ask students to print this as proof of submission.

- **Better Interface for Multiple Attempts**

When students click OK to start a test again, they'll see a more useful message than before.

- **Better Interface for My Grades**

When students click Course Tools > My Grades, they are able to view Comments on Assignments (and now tests) that are tracked with fewer clicks.

 View Grades							
Your grades for this Course							
Item Name	Due Date	Last Submitted, Modified or Graded	Calculated Grade	Points Possible	Average Score	Weight	
New Thread			-	10	10	0%	
Tuesday Workshop			-	10	0	0%	
Blackboard 7.3		Dec 9, 2007 5:27 PM	10	10	10	0%	
Blackboard Assignment		Dec 9, 2007 5:34 PM	8	10	8	0%	View Comments
Total			18	40	-		
Weighted Total			Not Applicable		-		

Content System Upgrades

Added in 2005, the Content System is open to all students enrolled in a course at Framingham State College. Students may access this space to store course related files in a virtual hard drive space or create course and career e-Portfolios.

Recycle Bin

A new feature in the Content System is the Recycle Bin. The Recycle Bin stores deleted content items. Instructors have several capabilities within the Recycle Bin. Instructors can search and access their previously deleted content items and restore them to the Content Collection. Instructors also have the ability to enable or disable the Recycle Bin, restore permanently deleted items, modify and rename items, and search for items in the Recycle Bin.

Search Tool

The Content System Search tool has been enhanced to yield more accurate search results, including the Content Collection, courses and organizations. Advanced Searches can be saved and shared with other Content System users.

Portfolio Tool

The e-Portfolio tool in Blackboard is available to all students enrolled in a Blackboard course site. Freshman enrolled at the college are also provided with an institutional e-Portfolio titled myFSC e-Portfolio.

Enhancements to the tool include the following:

- Property settings limit access to comments and evaluation remarks
- New Layout options define the position of contents and navigation items in the Portfolio
- Portfolio artefacts may be created on the fly. Users are now able to import local files as well as descriptive text
- Group multiple documents within a single e-Portfolio content space

Student Strategies for Success

The following list of suggestions is targeted to students who take classes at a distance and may never come to campus. In most cases these same suggestions also apply to students taking on campus classes.

Students who take online classes agree that **flexibility, self-scheduling and anytime anywhere access to course material are key advantages to taking an online class**. However, online courses are at least as time consuming, perhaps even a bit more, than in-class courses. Students find that it is necessary to login frequently – sometimes daily – as online discussions, assignments, materials, and announcements move along at a rapid rate. For this reason **online courses require a high level of personal organization and self-discipline**.

Learning online may require you to adopt new strategies to succeed. Most students find that taking online courses require a high level of personal organization and self-discipline. Practicing good study habits is a place to begin.

Students who succeed in online classes often share these characteristics.

- Independent
- Self-motivated
- Self-disciplined
- Good at time management
- Have a keen interest in the course

If you have a question, ask your professor or a member of the administrative staff for assistance. Remember that most classes meet only online. Be clear with your comments and requests and keep your instructor informed if you have questions or experience any difficulties.

The college provides **24/7 toll free Blackboard support**. **Call 1.866.361.8970** if you have questions about using Blackboard or experience any technical problems.

Address your academic questions to your professor or the Division of Graduate and Continuing Education (DGCE). The Division may be reached by calling 508.626.4550.

Become familiar with Blackboard, the Learning Management System used to support online learning at Framingham State College. If this is your first online class, review the Blackboard Student Tutorial before the class begins.

Logging onto Blackboard early and often is advised. All online students receive a welcome message before classes begin. If the e-mail does not arrive *before the course begins*, contact the Blackboard support line, 1.866.361.8970, for your username and password.

Familiarize yourself with your course site and instructor expectations. Your instructor will e-mail a welcome message when the course is opened (not always before classes begin.) Open each menu option listed in your class site so that you become familiar with the course tools. Find the course syllabus, schedule, class requirements, methods of communication, and know where to go for help.

Review course expectations. Although most online courses are taught asynchronously, some professors may schedule real-time online collaboration sessions, or ask that you meet on campus to review course material or to take an exam. If you are unsure of the expectations, ask.

Be organized. Many students find that online courses are at least as time consuming, perhaps even a bit more, than face-to-face classes. Schedule time to log into your course site on a regular basis, participate as requested and stick to your schedule for the duration of the course. If you allow too many days to pass by you may find it difficult to catch up.

Complete all assignments on time. *Online courses are not self-paced*, but they are flexible. If it works better for you to complete your work in the evening, that is perfectly fine as long as it meets the due date set by your instructor. Become familiar with the course syllabus and know when your assignments are due.

Be an independent learner. Online courses require that you work from written directions or written communication from your instructor or classmates. Participate in the online discussions as directed by your professor and share your views to broaden your understanding of the course material. Some students have said that online collaboration often provides more opportunities to explore the course content in-depth than is possible during an in-class discussion.

Communication skills are a key factor in an online class. It is important to write clear and concise statements when you communicate online. Remember the person reading your comments does not see your expression or hear your tone of voice. Take advantage of the environment and prepare your comments in Word before posting them online or sending an e-mail to your classmates or instructor.

Become familiar with communication policies for your course. Most instructors will reply to your e-mails within 24 to 48 hours. Knowing the preferred method of communication will help alleviate the feeling of isolation when taking an online course.

Become familiar with the technology requirements for your course. Some professors require that you use specific word processing applications like Microsoft Word or that you have access to applications like Microsoft PowerPoint or Excel. Other professors use real time collaboration tools like Skype or Elluminate and may require you to purchase a microphone. These expectations are outlined by your instructor with their course information. If you do not see a requirement listed, ask.

Reward yourself occasionally! Online courses are as in-depth as a face-to-face class. Plan to do something special for yourself after you have studied or worked hard on a project.

Technology Requirements

Blackboard suggests that all users possess the following basic technical skills to navigate the learning space and use the LMS. Possessing these skills will not make you a better student but it will make it easier for you to use Blackboard.

- Browse the Web
- Enter a URL
- Practice file management strategies (on your computer)
- Use drop down lists
- Enter text in a web based forms

To be successful in an online course need access to an internet-ready computer (PC or Mac) with high-end capacity in terms of speed and RAM. We recommend at least 500-600 MHz and 64 MB RAM and that Microsoft's Internet Explorer (IE) is used as the preferred Internet Browser. (IE is available for FREE download at www.microsoft.com.) When working at home, most online students find that a 56K modem provides very acceptable Internet access. Cable or DSL will work faster.

Technology Tips

Become familiar with the technology requirements for your course. Some professors require that you use specific word processing applications like Microsoft Word or that you have access to applications like Microsoft PowerPoint or Excel. Other professors use real time collaboration tools like Skype or Elluminate and may require you to purchase a microphone. These expectations are outlined by your instructor within their course information. If you do not see a requirement listed, ask.

Access to a computer is required. An internet-ready computer (PC or Mac) with high-end capacity in terms of speed and RAM is needed to access Blackboard course material. When working at home, most faculty and students find that a 56K modem provides acceptable Internet access but cable or DSL will work faster.

Know what other tools or applications are required. In some courses, students will need to install Windows Media Player to take advantage of online streaming video tutorials and course materials, or may need to download Adobe Acrobat to view readings from the web. These applications are available for free at the web sites listed below. If additional tools, like SKYPE, PowerPoint or Excel, are needed to complete an assignment, instructors will provide the necessary information from within their Blackboard course sites.

Windows Media Player

<http://microsoft.com/windows/windowsmedia/en/download/default.asp>

Adobe Acrobat Reader

<http://www.adobe.com/products/acrobat/readstep.html>

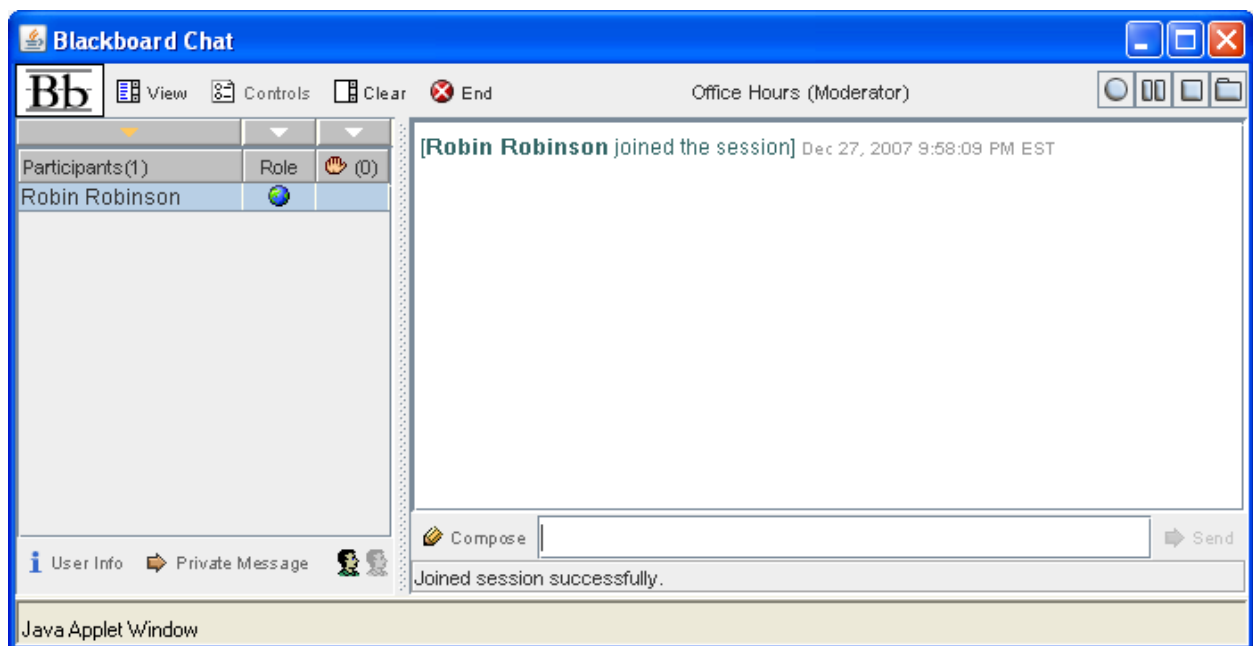
Blackboard Real Time Collaboration Tools

A Java Applet must be installed before you launch the enhanced collaboration real time chat tools in Blackboard. Please note that pop-up blockers and other versions of Java will interfere with this process. Troubleshooting tips are available online or contact ATDE for assistance. You will find the application link the first time you launch Blackboard's real time collaboration tools.

Using Lightweight Chat

In this animated tutorial, you will learn how students use Lightweight Chat in a Blackboard Learning System course web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_Using_LW_Chat_viewlet_swf.html



Note: If using a Macintosh computer it is important that you are running OS X. Older Mac operating systems do not work well with Blackboard's online collaboration tools.

Blackboard Preferred Browsers

Use a Blackboard preferred browser to connect to the internet. The features and functionality in Blackboard require that you use an updated internet browser capable of running JavaScript and Java and that Cookies are enabled. Microsoft Internet Explorer (IE) is the preferred browser of the College, but Netscape or Firefox are acceptable too. Other browsers like AOL or Opera may function but are not supported by Blackboard and are not recommended.

Browsers supported by Blackboard are listed here.

- **Windows 2000:** IE 5.0, 5.5, 6.0 NS 4.77, 7.0
- **Windows XP:** IE 6.0, NS 7.0
- **Mac OS 9.2:** IE 5.1 NS 4.77, 7.0
- **Mac OS X.1:** IE 5.1, 5.2 NS 7
- **Mac OS X.2:** IE 5.2, NS 7.0

Download and install the supported browsers using any of these links.

- Internet Explorer (preferred browser)
 - [IE 6 for Windows](#)
 - [IE 5 for Mac OS X and OS 9](#)
- [Mozilla Firefox](#)
- [Safari](#)
- Netscape
 - [Netscape 7.02 for Windows](#)
 - [Netscape 7.02 for Mac OS X](#)
 - [Netscape 7.02 for Mac OS 9](#)

Note: IE is Microsoft Internet Explorer, NS is an abbreviation for Netscape

Important Internet Explorer 7 (IE 7) information

Upgrades to Microsoft Internet Explorer 7 (IE 7) may require that you set up Blackboard as a trusted site and modify Active X settings to take advantage of some the LMS features and functionality.

To begin, follow the steps outlined below. If you experience any problems contact the 24/7 Blackboard Support at 1.866.361.8907 or contact ATDE at atde@framingham.edu.

Adding Blackboard as a Trusted Site

Launch IE 7 from your desktop

1. Select Tools > Internet Options
2. Left click on the Trusted Sites icon (green circle with white checkmark)
3. Left click on the Sites button
4. Take the checkmark off of the box that says, "Require server verification ([https:](https://)) for all sites in this zone"

In the textbox area labelled, Add this Web site to the zone:

1. Enter: <http://framingham.blackboard.com>
2. Left click on the Add button
3. Click OK
4. Click Ok on the Internet Properties window

To modify Active X Controls

1. From the IE Tools menu select Internet Options
2. Click the Advanced Tab
3. Under Security
4. Select > Allow Active Content to run files on my computer
5. Save your changes

Resource Information

Looking for Support?

Toll Free 24/7 Blackboard Support 1.866.361.8970

Presidium Learning is an extension of Academic Technology and Distance Education (ATDE). The service provides technical assistance to both students and faculty. Blackboard Support is available 24 hours a day, 7 days a week online or by calling the toll free number 1.866.361.8970. In addition, TTY (Teletypewriter) access is available by calling 703.464.0515. Users may also access Blackboard support tools, chat with a technician or report a technical problem, when they visit the Blackboard Online Resource Center web site.

Academic Technology and Distance Education (ATDE) 508.626.4927

ATDE provides students and faculty with academic support for software, online courseware and instructional applications. The office is located in Hemenway Hall G09. Resource information is also available online at <http://www.academicsonline.org>. Contact ATDE by calling 508.626.4688 if you have questions about taking a course online.

If you are new to Blackboard or are interested in learning more we also invite you to walk through our student tutorial. View the tutorial online or download the PDF file.

Division of Graduate and Continuing Education (DGCE) 508.626.4550

At the Division of Graduate and Continuing Education at Framingham State College students find that excellence goes hand-in-hand with intellectual development and enrichment. DGCE provides a comprehensive range of study including graduate, undergraduate and certificate programs, non-credit courses, and programs for educators. Whether you take classes on campus or online, you'll get personal attention and practical training.

DGCE is located on the fifth floor of the College Center. You will also find the office online at <http://www.framingham.edu/dgce>. Contact DGCE if you have questions about your program of study or wish to speak to an advisor. Direct e-mail questions to dgce@framingham.edu.

A complete list of online courses is posted on the DGCE web site each semester. After reviewing the list, register online or contact DGCE or ATDE for assistance.

Once a student registers for an online class through regular college channels, a detailed e-mail is sent describing what is required to access the course site on the Blackboard server. If the message does not arrive before the start of class, students advised to contact ATDE at 508-626-4927 to receive their login and password information.

Online Student Center on Blackboard

The Online Student Center is an area on Blackboard and an organization site open to all students taking courses at a distance. Whether you are new to online learning or a returning online student, we invite you to visit the site often and participate in the discussion boards, review the information posted online, and share your experience with other online students. To access the information, log onto Blackboard, click the Tab titled Online Student Center, then open the organization site with the same name.

Student Help Center (Hemenway Hall)

508.215.5950 or email: shd@stumail.frc.mass.edu

E-Tutoring Services

E-Tutoring services are also available through an arrangement with the Connecticut Distance Learning Consortium (CTDLC) and Mass Colleges Online (MCO). Links to the service are posted on the Blackboard server My Home page. For more information contact the CASA office.

Whittemore Library <http://www.framingham.edu/wlibrary>

The **Whittemore Library at Framingham State College** is a member of the Minuteman Library Network, which has over 5 million books and multi-media materials between the member libraries. Whittemore Library has over 200,000 items in the general collection, and subscribes to an array of databases and full text electronic journals. All of these materials are available to online students. Books can be either mailed or picked up at a convenient location, upon request.

Off-campus Library Access is available to all students. The library subscribes to a number of online databases and other electronic resources. Using the Off Campus Access button on the library home page, you will be asked to login with your assigned college username and password.

Electronic resources are available through the Library's web page at:

<http://www.framingham.edu/wlibrary>.

Reference librarians are also available to help you choose appropriate resources for a particular research topic. Please call 508.626.4654 to speak with a reference librarian or e-mail the librarians at: reference@framingham.edu. Reference librarians are available to hold classes on introduction to library resources and research techniques during the day, evenings and weekends.

Online Flash Tutorials

The tutorials listed below were developed by Presidium Learning, the college's 24/7 support group, or by [Blackboard](#). Although an earlier version of Blackboard is referenced in the Assignment Tool tutorial, the functionality remains the same. You are encouraged to review these tutorials as often as needed.

Assignment Tool

Submitting an Assignment in Blackboard

In this animated tutorial, you will learn how students submit an Assignment in a Blackboard Learning System (Release 6) course Web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_Submitting_an_Assignment_viewlet_swf.html

Viewing an Assignment Grade in Blackboard

In this animated tutorial, you will learn how students view an Assignment Grade in a Blackboard Learning System (Release 6) course Web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_View_Assignment_Grade_viewlet_swf.html

Discussion Board (7.3)

Using the Blackboard Discussion Board

In this tutorial, you will learn how to use the most recent release of the discussion board. This tool is widely used in online and on-campus classes. [Click here](#) to view the Blackboard tutorial and become familiar with the new features.

Collaboration Tool

Using Lightweight Chat

In this animated tutorial, you will learn how students use Lightweight Chat in a Blackboard Learning System (Release 6) course web site.

http://www.presidiumlearning.com/pres_tutorials/Bb6_Using_LW_Chat_viewlet_swf.html

Contact Information

ATDE

www.academicsonline.org

508.626.4927

Blackboard

framingham.blackboard.com

24/7 Blackboard Support

[Online Resource Center](#)

866.361.8970 or for TTY assistance 703.464.0515

DGCE

www.framingham.edu/dgce

508.626.4550

DGCE Calendar

www.framingham.edu/dgce/calendar/

eFollet Bookstore

<http://www.efollett.com/>

eTutoring

www.etutoring.org

Student Tutorial

www.academicsonline.org/studentguide/

Framingham State College

www.framingham.edu

508.620.1220

myFramingham.edu

my.framingham.edu

Student Help Center

508.215.5950 or email: shd@stumail.frc.mass.edu

FAQ (Frequently Asked Questions)

Q. Looking for Support?

A. Call the toll free 24/7 support line at 1.866-361.8970 or if you need TTY access dial 703.464.0515.

Q. I forgot my password, now what do I do?

A. From the login page click "Forgot your password." An e-mail will be sent to you with new password information. Still having problems? Please call our 24/7 Blackboard support line at 1.866.361.8970 for assistance or stop by our office in Hemenway Hall G09.

Q. My E-mail changed. How do I update my address in Blackboard?

A. Use the Personal Information in the Tools Box of your Blackboard Home Page to update your e-mail, change your password or set Privacy Options.

Q. My Course is not listed in Blackboard, now what do I do?

A. If you are taking an online class your welcome e-mail is your confirmation that you are enrolled in the Blackboard course site. If the semester did not start it is most likely that your professor has not made the site available. To confirm your registration you may call our 24/7 Blackboard support line at 1.866.361.8970 or send an [e-mail](mailto:atde@framingham.edu) to atde@framingham.edu.

Q. What computer skills are needed to use Blackboard?

A. Blackboard suggests that users possess these basic skills.

- Know how to use an Internet browser such as Internet Explorer, Netscape or Firefox
- Know how to download and install browser plug-ins (i.e., Acrobat Reader).
- Manage files on your computer including creating and naming folders, saving and opening files and deleting files and folders.
- Understand how to attach files to e-mails.