Blackboard and Student Technology Support Video

Run Time/Length: 7 minutes; 44 seconds

1

00:00:00,000 --> 00:00:05,454
Welcome to a student orientation for blackboard and student

2
00:00:05,454 --> 00:00:11,020
technology tools and resources. The following will be covered in the session.

3
00:00:11,020 --> 00:00:16,460
Distance Education Student Resources, getting started with Blackboard courses

4
00:00:16,460 --> 00:00:21,300
and student technology support information.

5
00:00:21,300 --> 00:00:27,049
The main link for additional information on Distance Education programs and

6
00:00:27,049 --> 00:00:32,062
student resources may be located from the main Jefferson State Community

7
00:00:32,062 --> 00:00:36,689
College webpage and by selecting programs and distance education.

8/9
00:00:41,430 --> 00:00:47,834
From Distance Education, student resources are available from the following listings.

10
00:00:47,834 --> 00:00:53,170
Students may find more information on how to access their course in Blackboard,

11
00:00:53,170 --> 00:00:59,140
Blackboard and student technology help, how to check on campus requirements,

12
00:00:59,140 --> 00:01:05,428
and more information about Internet courses and expectations and additional student resources.

13/14
00:01:10,380 --> 00:01:15,314
Getting started with Blackboard courses. Students should always log in through

15
00:01:15,314 --> 00:01:21,370
the main Jefferson State Community College webpage and select my JSCC.

16
00:01:21,370 --> 00:01:27,098
Distance education courses follow

17
00:01:27,098 --> 00:01:33,750
the same semester calendar as traditional lecture courses.

18
00:01:33,750 --> 00:01:38,410
Students must log into Blackboard on the first official day of classes.

19
00:01:38,410 --> 00:01:44,170
A course participation requirement must be completed by the specified deadline -

20
00:01:44,170 --> 00:01:46,798
Day one through 5 to remain in the course.

21/22
00:01:53,760 --> 00:01:59,820
It is important that students use Google Chrome as their primary browser.

23
00:01:59,820 --> 00:02:04,392
For additional information on how to use the Blackboard Course

24
00:02:04,392 --> 00:02:10,061
browser checker and browser support, students can access this information through

25
00:02:10,061 --> 00:02:15,250
the student Blackboard support help.

26
00:02:15,250 --> 00:02:19,696
Following is a list of technologies that are currently not supported and

27
00:02:19,696 --> 00:02:23,740
are not recommended for students to use to access Blackboard.

28/29/30

00:02:32,160 --> 00:02:37,896
Blackboard course navigation. Students who are new

31
00:02:37,896 --> 00:02:43,660
And log in first will see a welcome screen to get started.

32
00:02:43,660 --> 00:02:49,156
Students will Scroll down until they say they get started button and then they can select that

33
00:02:49,156 --> 00:02:52,704
and they will go to their main blackboard course listings.

34/35
00:02:58,640 --> 00:03:03,900
Students will see on their left side page a menu course menu

36
00:03:03,900 --> 00:03:09,255
that will show additional links. Only active actively enroll students

37
00:03:09,255 --> 00:03:12,590
will have access to the current term

38
00:03:12,590 --> 00:03:18,750
again on the first day of the course and after the last day of the term end date,

39
00:03:18,750 --> 00:03:25,104
they will no longer have access. Select the courses linked to view the

40
00:03:25,104 --> 00:03:30,638
current courses for the current term. This will include a 5 digit course

41
00:03:30,638 --> 00:03:35,900
registration number and term identifier.

42
00:03:35,900 --> 00:03:40,179
You can then select on the course name to go into the course.

43/44
00:03:44,960 --> 00:03:49,532
The Activity stream Menu link provides you an opportunity

45
00:03:49,532 --> 00:03:55,290
to update email notifications. So that you are not missing any

46
00:03:55,290 --> 00:04:02,160
notifications from the instructor for each individual course that you are currently enrolled in.

47
00:04:02,160 --> 00:04:08,490
Please note that due dates and notifications set are set as default for all courses.

48/49
00:04:14,120 --> 00:04:19,792
Course many links, additional course menus links include the calendar, messages,

50
00:04:19,792 --> 00:04:23,344
grades, and display information

51
00:04:23,344 --> 00:04:28,801
from multiple courses in one location. Please be aware that these settings are

52
00:04:28,801 --> 00:04:33,929

based on instructor use in each course.

53/54
00:04:39,090 --> 00:04:44,070
To access your course you will select the course from your courses menu link.

55
00:04:44,070 --> 00:04:47,528
Please be aware that each course content

56
00:04:47,528 --> 00:04:53,090
menu and content in the course will vary. The instructor may also deploy

57
00:04:53,090 --> 00:04:58,740
other tools such as publisher links, assessments in a secure third-party

58
00:04:58,740 --> 00:05:02,960
browser and or videos in their course.

59
00:05:02,960 --> 00:05:08,290
If you are missing any blackboard courses in your course list,

60
00:05:08,290 --> 00:05:13,946
please make sure to confirm registration and payment through the oneACCS

61
00:05:13,946 --> 00:05:19,260
link from the main home page. After logging in through my JSCC.

62
00:05:19,260 --> 00:05:25,065
You can also contact the cashier's office before being added back into

63
00:05:25,065 --> 00:05:31,668
your course to confirm payment. Please be aware that making a

64
00:05:31,668 --> 00:05:37,370
payment online without contacting the cashier's office will not get you put back into your course.

65
00:05:37,370 --> 00:05:43,610
Also, if you are dropped from a course and it is no longer available in your course listing,

66
00:05:43,610 --> 00:05:49,630
you may need to confirm that you have completed the course participation requirement.

67
00:05:49,630 --> 00:05:55,146
There is a participation requirement that the instructor will make available

68
00:05:55,146 --> 00:06:00,695
on day one of the course term, and it is

69
00:06:00,695 --> 00:06:06,984
required by a certain deadline. If you are dropped for not completing

70
00:06:06,984 --> 00:06:12,236
this participation requirement, you will need to follow the reverification process that must

71
00:06:12,236 --> 00:06:15,869
be completed by the instructor to be put back into your course.

72/73
00:06:21,350 --> 00:06:26,336
Here are some additional help information. Schedule adjustments through enrollment

74
00:06:26,336 --> 00:06:30,910
services can take up to 24 hours to process.

75
00:06:30,910 --> 00:06:36,278
That means that it will not be made available in Blackboard until it

76
00:06:36,278 --> 00:06:41,450
is processed through enrollment services and update it to Blackboard.

77
00:06:41,450 --> 00:06:47,320
Questions about course content should always be directed to the instructor.

78
00:06:47,320 --> 00:06:53,850
Help desk does not reset quizzes. Please review the student Blackboard

79
00:06:53,850 --> 00:06:57,660
and technology support help website for more information.

80
00:06:57,660 --> 00:07:03,530
On using Blackboard and other technology support.

81
00:07:03,530 --> 00:07:08,657
Do not use the mobile Blackboard app to submit assignments and or take quizzes.

82/83
00:07:12,820 --> 00:07:18,880
Contact the IT helpdesk for assistance with Blackboard.

84
00:07:18,880 --> 00:07:24,040
And other technology assistance. If it is a blackboard issue,

85
00:07:24,040 --> 00:07:27,860
please make sure to include your Jeff State user ID.

86
00:07:27,860 --> 00:07:33,700
The course CRN in the course name and the instructor. If possible,

87
00:07:33,700 --> 00:07:38,280
please provide a screenshot.

88
00:07:38,280 --> 00:07:44,632
Thank you.