



Blackboard

**The Blackboard Support Team**  
Computing & Information Technology  
WSU Technology Resource Center  
computing.wayne.edu/blackboard  
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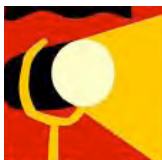
## ***The Blackboard Insider***

***November 2009***

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*Editor: Lynne Standley*

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### **Spotlight on the Grade Center**

The Blackboard Support Team in Computing & Information Technology and the staff in WSU's Office for Teaching and Learning are creating additional resources to help faculty, instructors, and graduate teaching assistants get the most out of the Blackboard Grade Center.

Coming soon to a computer or building near you: new video tutorials, tip sheets, Top 5 list, and on-site presentations that explain the ins and outs of the Grade Center.

On what areas or functions of the Grade Center would you like us to focus, as we prepare these resource materials? E-mail your suggestions to us at [bbadmin@wayne.edu](mailto:bbadmin@wayne.edu), with the Subject as: MY TOP GRADE CENTER QUESTION.



## Have a Blackboard enhancement request?

WSU's Blackboard system administrator, Kristine Theobald, recently forwarded to Blackboard Inc. seven enhancement requests WSU faculty sent to us. One example of a feature a faculty member requested is to give instructors the option of removing students' ability to create discussion forums in a Group.

What is the distinction between an enhancement and a product defect, you might ask?

**Enhancement:** Suggestion to add a feature or change an existing feature.

Blackboard Inc. welcomes enhancement requests directly from faculty. In fact, we recently learned that requests received directly from the faculty carry more weight than if sent by the local Blackboard administrator.

So drum up support for your favorite enhancement and ask your colleagues to support you by *each* filling out Blackboard's Product Enhancement request form.

And, if you also send a short summary of your request to us at [bbadmin@wayne.edu](mailto:bbadmin@wayne.edu), the Blackboard Team can advocate for your enhancement request to Blackboard Inc. as new releases are in the planning stages.

**Product Defect:** Functionality is supposedly included in the product, but it doesn't work.

If you find a defect anywhere in Blackboard, we ask that you e-mail a problem report to the Blackboard Support Team at [bbadmin@wayne.edu](mailto:bbadmin@wayne.edu) for testing. Please include:

- Your AccessID
- Date and time the problem occurred
- Error code or error message you received, if any
- Web browser you were using (type and version)
- Specific Blackboard course involved (e.g., Fall 2009, BA 2010, section 003)
- Description of the problem in detail, with steps you took

If necessary, we will forward the reported defect and the results of our testing to Blackboard Inc.



## **The Blackboard Squad comes to you**

The Bb Support Team and the Office for Teaching and Learning (OTL) have partnered to offer on-site drop-in sessions for faculty and instructors. We will come to your office or department to answer individual questions on how to use a specific Blackboard tool or function or to help make the system work for you.

This term, the Blackboard Squad has visited the College of Education (twice) and the College of Nursing, and we will be visiting the Faculty Administration Building. Sessions usually cover about 1½ hours.

To schedule a Blackboard Squad visit to your location, contact Cindy Sulad, Director of Learning Management Systems Support, at (313) 577-9747 or [csulad@wayne.edu](mailto:csulad@wayne.edu)

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## **Meet our newest Blackboard Warrior! — Karen Crist**

The Blackboard Support Team has selected our second Blackboard Warrior of the year, Karen Crist, Director of the Medical Education Support Group in the School of Medicine (SOM). Karen has been instrumental in encouraging and supporting SOM faculty and students to take advantage of Blackboard's capabilities. Almost all SOM students use Blackboard by taking assessments, accessing text and video content, and making heavy use of the discussion boards as a virtual study group.

Karen and her staff administer all the Bb SOM course sites each year, building courses and adding content for faculty and students. She has worked tirelessly to customize Blackboard usage to the needs of her constituency, keeping C&IT's Blackboard and Banner teams on their toes!

As our newest Blackboard Warrior, Karen receives a Certificate of Recognition, a lifetime membership in the Blackboard Support Team Fan Club, and lunch with members of the Blackboard Support Team. In addition, Karen's supervisor will be notified of her achievement.

***Congratulations Karen!***

Blackboard Warriors are selected four times each academic year.  
*Previous recipient:* Jeff Stoltman, School of Business Administration.



## Just the facts: Fall 2009 Blackboard

**3,309** — Number of fall term courses marked “Available” — as of November 2, 2009. (As some of these courses represent multiple sections combined into one course site, the actual number of available course sections is higher.)

**42 times each day** — Number of times each of seven remote monitors (on and off campus) measures Blackboard availability and sends alerts whenever a significant response delay is detected.

**1,242** — E-mails answered by C&IT’s Blackboard Support Team (bbadmin) since the first day of fall term classes, with requests to combine course sections, enable Wimba Live Classroom, or get help with a problem, as well as to ask a question or schedule an on-site visit.



Blackboard

## New to Blackboard?

Check out these resources for getting started using Blackboard at Wayne State:

Computing & Information Technology provides Bb support resources and services for WSU faculty and students, both from the vendors and developed specifically for use at Wayne State. Visit our Website at:

<http://computing.wayne.edu/blackboard>

WSU’s Office for Teaching and Learning regularly offers Blackboard workshops for faculty and adds new online tutorials all the time. For their latest workshop schedule and to view Blackboard tutorials, from basic to advanced, visit their Website at:

[http://www.otl.wayne.edu/support\\_blackboard.php](http://www.otl.wayne.edu/support_blackboard.php)

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*Please send your comments and/or suggestions for future articles to C&IT’s Blackboard Support Team at [bbadmin@wayne.edu](mailto:bbadmin@wayne.edu).*