

Clovis Community College

Distance Learning Supplement

eCampus (www.clovis.edu/ecampus)

Student Email (<http://cccemail.net>)

Blackboard (<http://cloviscc.blackboard.com>)

For Blackboard Technical Support

Email: support@cccemail.net

Information Technology

575-769-4004

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Distance Learning Supplement for Online Blackboard Classes

Welcome to the Clovis Community College orientation for online Blackboard classes! Students who participate in an online orientation workshop prior to the beginning of their course have a more successful online learning experience. This Distance Learning Supplement provides step-by-step information necessary to help you succeed in your online course and will help familiarize you with the computer tasks used in the majority of your online classes.

Getting Started

It is highly recommended that you attend one of the orientation sessions.

Math courses require additional information which is provided at the end of the two hour WebCT Orientation sessions

Is this your first online course at CCC?

It is highly recommended that you attend one of the orientation sessions prior to the beginning of the semester. For workshop dates and times, please see the orientation workshop schedule on the eCampus web page: <http://www.clovis.edu/ecampus/Support/Workshops.asp>.

Call 575-769-4075 to sign up for your free Blackboard orientation workshop. Please have the following information ready when you call.

- Your name, phone number, email address
- The orientation session you wish to attend
- The online course(s) you're registered for

What's next?

Review the information in this guide so you will be ready to log into your Blackboard course. Approximately two weeks before the semester begins, you will receive a welcome letter packet that contains your Blackboard ID and password information. Use the information in the welcome packet to log into your Blackboard course.

When can I log in?

Your Blackboard course will be activated on the morning that your class begins. You will not be able to log into your class before this date. However, the Online Orientation will be available to you as soon as you receive your welcome letter packet in the mail.

Once I log in, what do I do?

After you log into your online class you will see you're a module titled *My Courses* in the main page. Click the link *Orientation – Practice Only* and work through the orientation course. The more time you invest in the orientation course, the more familiar you will become with the tools in your Blackboard courses.

Where is My Class?

The online courses you are enrolled in will display under the *My Courses* module on the main page. You can access your Blackboard class on the first day of the semester. To enter your class, click the link that displays the *name of the class* you are currently enrolled in.

Required Software

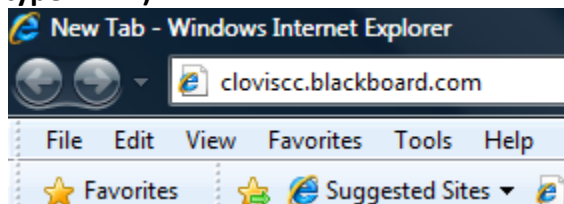
The installation and use of the Interactive Mathematics software is covered in a separate orientation session.

1. Before using Blackboard, make sure that you are using a supported browser and that your browser settings are correct by following the steps on the Blackboard Support Browser Tune-up page at <http://www.webct.com/tuneup>.
2. Some Blackboard courses use browser plug-ins to view the portions of these sites. Browsers will generally automatically download any plug-in required by a particular page and the most popular plug-ins are already installed on most computers. However, if you have problems opening course content go to the Blackboard Support Browser Tune-up page at <http://www.webct.com/tuneup>, click on plug-ins, and install the plug-ins needed on your system.
3. Math courses may require the installation of the Interactive Mathematics. You must purchase the online version of the textbook, which comes with the Interactive Mathematics software on CD-ROM.

Logging in to your Course

Follow the steps below to log into your course:

1. Open an internet web browser that is supported by Blackboard.
2. Type cloviscc.blackboard.com in the address field of the browser (**do not type www**).



3. The Blackboard login page appears.

Clovis CC Login

Login Here

Enter login information here and click the **Login** button below.

Username:

Password:

Login

4. Click in the **Username** field and type your username.

If you are unsure what your username is you can find out by going to the following website and entering your Student ID:

<https://kirby.clovis.edu:4446/checkcnum.asp>

5. Press the tab key on your keyboard to access the **Password** field.
6. In the Password field, type your password.

Your password is the same as your Online Services password. By default this is your **date of birth** in **MMDDYY** format.

Example: John Smith's password, who was born on January 7, 1959, would be 011959.

7. Click **Log in**.

Recommendations for Student Success Online

1. When the semester begins, **ALWAYS** check your *Course Content* for the syllabus and other important information.
2. Each time you enter your course, check the announcement area for new information.
3. Stay in touch with your instructor.
4. Although online courses are flexible, you still need to go to *class*. Select a time at the beginning of each week for *class time*.

5. If you have problems **do not hesitate to get help!** Either contact your instructor immediately, or contact the Blackboard Technical Support Team using the contact information on the cover of this document. The longer you wait – the more behind you get.
6. If you fall behind, contact your instructor to make arrangements to get back on track. Your instructors are there to help you and are very interested in seeing you succeed!
7. Have fun! Remember you have a team of people willing, able, and ready to help you when you need it.

Good Study Habits

An essential ingredient to succeeding in an online course is to have good study habits. The student who is motivated, self-disciplined, organized, and has good study habits is more successful in an online course. Consider following these tips to develop good study habits.

- **Set aside a certain day or time to work on your course.** Do this early in the week. This will give you time to email your instructor for clarification about exercises and projects. Check the announcement section and unit assignments early in the week.
- **Do not wait until the last day before a deadline to study and complete assignments.** Although you are not attending class for three hours each week, you should use those three hours of *classroom time* at home as well as study time. An online class does not mean less time, but rather it often requires more time, since you are responsible for reading and completing the work on your own.

Creating a Document using a Word Processor

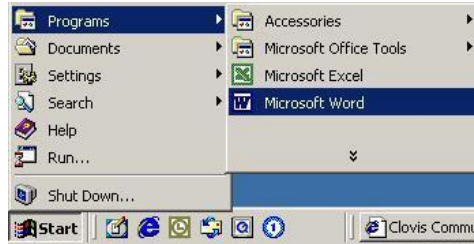
Many of your assignment will require you to use a word processor. A word processor allows you to edit and spell check documents. Follow the instruction below to create a new document in Microsoft Word, the most popular word processor in today's market.

1. Left-click the **Start** button in the lower left-hand corner.
2. A menu appears, click **Programs** or **All Programs**.

See your manual for more information if you are using a word processor other than Microsoft Word.

Similar steps are used to create new documents using other word

3. If another menu appears, click **Microsoft Office**.




4. Click **Microsoft Word**.
5. Microsoft Word opens.
6. Begin typing at the flashing vertical bar.

Copy and Paste

The copy and paste feature allows you to copy text from a word processor, such as Microsoft Word, and paste it in your threaded discussion. Both the word processor and Blackboard need to be open at the same time. To copy and paste, follow the instructions below:

1. In the word processor, select the text you wish to copy:
 - a. Place your cursor at the beginning of the text you want to copy.
 - b. Hold down the left mouse button.
 - c. Drag the cursor over the text to be copied.
 - d. The text is selected when the background around the text becomes highlighted or appears in a shaded block.


* To select all the text in a document:

 - a. Click **Edit** on the menu bar.
 - b. The drop down menu appears.
 - c. Click **Select All**.
2. Click **Edit** on the menu bar.
3. A drop down menu appears.
4. Click **Copy**.
5. *Minimize* your word processor and *Maximize* your online course window (see instructions in the *Minimizing and Maximizing Windows* section).
6. Compose a message in your online course.
7. Click on the HTML Editor button.
8. Place the cursor in the message box.
9. Click on the Clipboard icon  on the editor's toolbar to paste the text into your post.

Spelling Check

Some instructors require correct spelling in discussion postings. Most word processors, such as Microsoft Word, have spelling check tools to help you correct misspelled words for your attached documents.

The Blackboard HTML editor provides a spelling check tool to help you correct misspelled words in your Blackboard mail and threaded discussion posts.

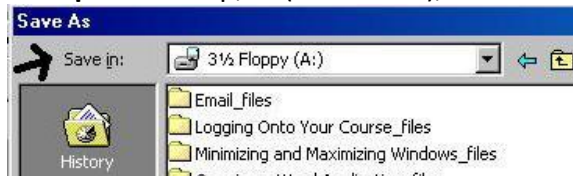
1. Begin a message in the Mail too or a threaded discussion post.
2. Click on the **Enable HTML Creator** button. You must have Java installed in order for the editor to work.
3. Type in your assignment.
4. When you are ready to post, spell check by click on the **Spelling Check** toolbar button .

Saving Files in Rich Text Format (RTF)

You may need to share files with other students or with your instructor. Saving files in Rich Text Format (.rtf) is a standardized way of exchanging files with others. The steps for saving a file in rich text format in Microsoft Word are listed below.

1. In Microsoft Word 2003, click **File** on the menu bar (click on the **Office Button** in Microsoft Word 2007).
2. Click the **Save As** option.
3. In the dialog box by the words Save in:, choose where you want to save the file.

Example: desktop, C: (hard drive), or 3 ½ Floppy (A:).



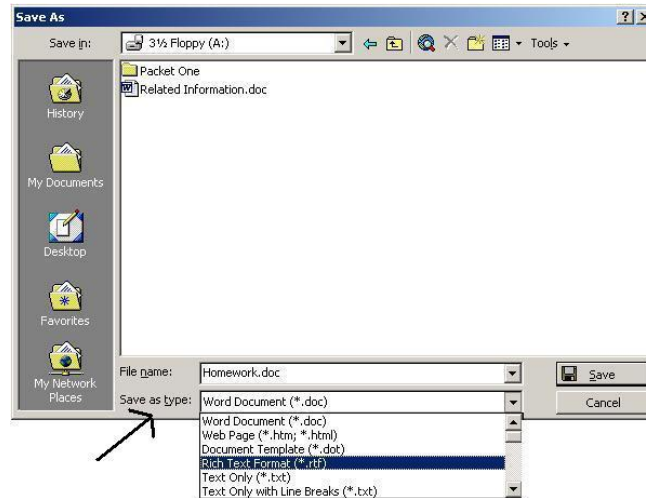
4. Near the bottom of the dialog box in the File name field, assign a name to your file. It is a good idea to include your name and assignment in the file name field.

Example:

File name: John Smith ECON221 Assign 1

5. Near the bottom of the dialog box click the down arrow in the Save as type field.
6. Click **Rich Text Format (*.rtf)**.

Similar steps are used to create new documents using other word processors. See your user manual for more information if you are using a word processor other than Microsoft Word.



7. Click **Save**.
8. Your file is now saved in rich text format (.rtf).

Working with Attachments

A Clovis Community College student email account is provided to you when you register for a course. In addition to your student email account, your Blackboard course may also have an email tool, named the Mail Tool, available within the course. Your instructor will tell you which communication or email tool they prefer you to use.

The majority of your communication with your instructor, including assignments, will be through email, so please check your email account routinely.

When you email your instructor or classmates, always include your name so that your instructor knows who sent the email. In the subject line, you may want to use the assignment title or unit you are discussing.

Example:

Subject: John Smith ECON221 Assign. 1

Blackboard Attachments

Uploading a Document using the Assignment Tool

Follow these instructions to upload an Assignment:

1. First complete your assignment and save it as a Rich Text Format (RTF) file. Save the document on your Desktop, My Documents, your jump drive or in another folder on your computer where you can easily find it.
2. Log in to Blackboard.
3. Click on **Assignments** under the **Course Tools** menu on the left hand side. The list of assignments will appear in the right hand pane.
4. Locate the assignment that you will be uploading.
5. Click on the title of your assignment. The view will change to show the Assignment Information.
6. Click on the **Add Attachments** button. A window will open to allow you to select the assignment you want to attach.
7. Click on the **My Computer** icon on the left hand side. A File Upload dialog box will appear. Navigate to the location you saved the file (step 1), click on the file name, and then click on the **Open** button.
8. The attached document's filename will now appear above the Add Attachments button.
9. Attach any additional files you need by repeating steps 6 – 9.
10. Click on the **Submit** button. Confirm that you want to submit the assignment by clicking the **OK** button that appears in the confirm message. Please be patient: depending on the file size and network connection, it may take several minutes for the file to upload to Blackboard.

Do not wait until the last minute – allow plenty of time to resolve technical problems before your assignment is due.

Your assignment has not been turned in until the Submit Files button has been clicked and the Ok button has been clicked to confirm the submission.

Downloading a Document from an Assignments

To download a document from the Assignment files section, follow the instructions below:

1. Click on **Assignments** link under the **Course Tools** on the left hand side. The list of assignments will appear in the right hand pane.
2. Click on the title of the assignment.
3. In the Instructions box click on the file name of the file you want to download.
4. Depending on the file type and your browser, a window will open asking if you want to Open or Save the file.
5. Click on the **Save** button.
6. Select the location where you want to save the file on your computer and click the **Save** button.

Attaching a Document to a Blackboard Message

You may be required to submit assignments as attachments using Blackboard's Mail or Threaded Discussion tools. Blackboard's attachment feature allows you to send and receive documents by attaching them to a message.

To attach a document, follow the instructions below:

1. Click on the **Create Message** button from within the Mail tool or Threaded Discussion tool and create your message.
2. Click on the **Add Attachments** button next to the Attachments field.
3. Click on the **My Computer** icon.
4. Find and click on the file you want to attach.
5. Click **Open**.
6. The attached filename will be listed above the Add Attachments button.

Opening a Message Attachment

To open an attached file in a message:

1. Click on the **View Attachments** link next to the **paper clip** icon.
2. Click on the filename of the document you want to view.
3. Depending upon your browser, it will either download the document or ask if you want to **Open** or **Save** the file. Click on the **Save** button.
4. A dialog box will appear. Select the location where you want to Save the file and click the **Save** button.
5. Click the Open button in step three to open the file in a compatible application. For example: Microsoft Word will open a Microsoft Word or Rich Text Format file.

Minimizing and Maximizing Windows

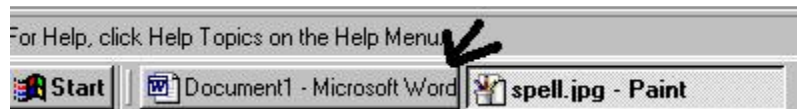
Minimizing and maximizing windows will allow you to move between more than one application without opening and closing each application.

Minimize a window

1. In the upper right corner of the screen, left-click the button with the underscore (minimize button)

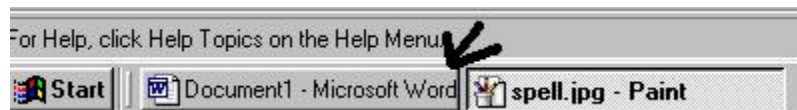


2. At the bottom of your screen, a button for the document is created on the status bar.



Maximize a window

1. Left click the button created on the status bar for your document.

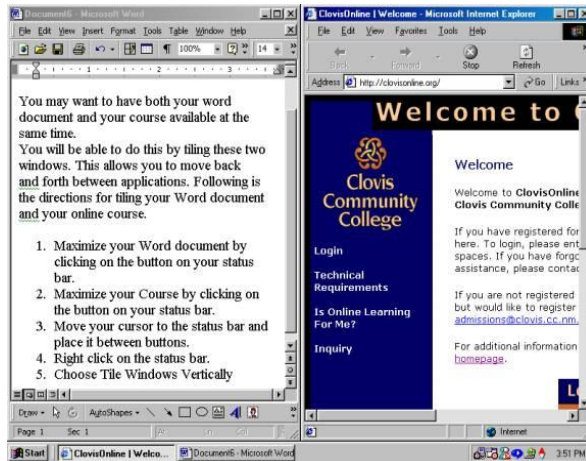


2. The document opens.

Tiling Windows

You may want to view your Microsoft Word document and your course window at the same time. You can accomplish this by tiling the two windows. Tiling allows you to view two documents at the same time. The instructions for tiling your Microsoft Word document and your online course window are listed below.


1. Maximize your Microsoft Word document by left-clicking on the button on your status bar.
2. Maximize your online course window by left-clicking on the button on your status bar.
3. Move your cursor to the status bar and place it between buttons.
4. Right-click on the status bar.
5. Click **Tile Windows Vertically**.

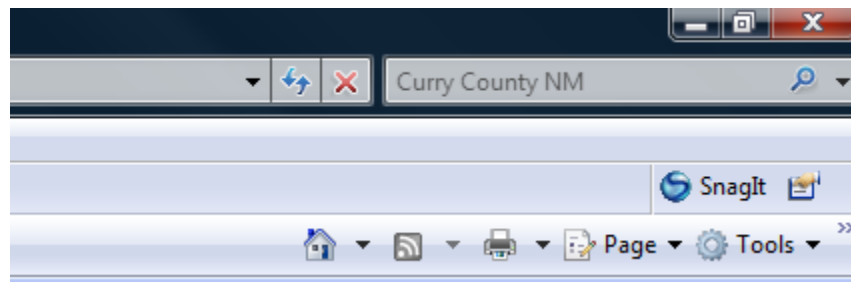


**Note: You can switch windows by using the buttons on the task bar of each application.*

Searching Using a Browser

Most online courses require online searching. To search online, follow the instructions below:

1. Open Internet Explorer or another web browser. 
2. The Search box is in the upper right-hand corner of the browser.



3. Enter a subject or key word in the search box. (Previous versions of Internet Explorer may be different).
4. Press Enter.
5. Choose one of the results which appear.

Troubleshooting and Technical Assistance

Blackboard Help

You can access the Blackboard help file by clicking on the help link in the top-right corner of your screen.

Troubleshooting Attachments

If the attached file will not open and it is a word processing document, ask the sender to resent it in rich text format (*.rtf).

Use your email program's help feature. The help feature is usually located on the top menu bar labeled **Help**.

Before calling for technical assistance, please assemble the following information about your computer and the programs you are using. This information is necessary to help resolve technical problems.

1. Check our **Technical Requirements Support Page** at <http://www.clovis.edu/ecampus/Support/TechSupport.asp>
2. What operating system (Windows Vista, Windows XP, Windows 2000, Windows 98, etc.) is installed on your computer?
3. What applications are installed on your computer?
4. Other computer information may also be asked, such as whether your computer is a PC or Macintosh (Apple) computer.

Clearing the Cache

A Temporary Internet file folder is located on your computer's hard drive. When you visit web sites, certain information about the site is stored or cached on your computer's hard drive. This cached information is used to display web page information at a faster rate when you revisit the site. Error message may be displayed if the cache becomes too large. If your browser displays an "invalid page" or "The page cannot be displayed" when you log into your online course, you may need to clear the browser's cache or Temporary Internet file folder. To clear the cache, follow these steps:

1. Open Internet Explorer.
2. At the top of the browser window, locate and click **Tools**.
3. Click **Internet Options**.
4. On the General tab under Browsing history (Temporary Internet files for older versions of Internet Explorer), click **Delete**.

5. Under the Temporary Internet Files section click the **Delete Files** button.
6. A dialog box appears asking if you want to delete all temporary Internet Explorer files.
7. Click **Yes**.
8. Click **OK** on the General tab.

Note: Clear the browser's cache every time you take an exam online to avoid display problems.

Taking a Screenshot

When you encounter a problem with web pages or course tools, the best way to get help is to send a picture of the problem through email. A screenshot or picture of your desktop can assist the help desk employees in diagnosing your problem quickly. To make a screenshot of the error message or problem, follow the instructions below.

1. When the problem occurs and is being displayed on your desktop either in the browser or a dialog box, press the **Print Screen** key on your keyboard (this button is also sometimes shown as **Print Scrn/Sys Rq** on the keyboard). This key is located in the top right-hand side of the keyboard. Although it appears that nothing happened when the **Print Screen** key was pressed, a picture of the screen or desktop has been copied to the computer's Clipboard.
2. Click the **Start** button located in the lower left corner of your monitor.
3. A popup menu appears. Click **Programs**.
4. Another popup menu appears. Click **Accessories**.
5. One more popup menu appears. Click **WordPad**. WordPad opens.
6. Click **Edit** on the menu bar within the WordPad window, then click **Paste**.
7. The image or picture will display within the WordPad document. Save the file by naming it "problem" or something similar.
8. Attach the file to an email and send it to a member of the Blackboard Technical Support Team using the contact information on the cover sheet of this document.