

Welcome to The Blackboard Updates Podcast from the Reinert Center for Teaching Excellence. In this episode, we'll offer a few tips to help you troubleshoot issues your students might experience.

First, please remind your students that they must access Blackboard by going through gateway.slu.edu. If they cannot log into Gateway, please direct them to call 977-4000. It's important that the student say they are unable to access Gateway, and not that they can't access Blackboard. This sort of precision in language will help ensure they reach the appropriate support person.

Once in Gateway, students access Blackboard the same way you do. First click on Tools, and then on the Blackboard link. As we covered in last week's episode of this podcast, students are automatically added to your course when it is created. If your course does not appear in a student's Blackboard list, they should confirm with you that they appear on your Banner course registration list so that they are officially enrolled in the course. If the student has been dropped for financial reasons, their name will still appear on your course list in Blackboard, but it will be in red text. January 18th and February 1st are the key financial dates for undergraduates in the Spring 2008 semester.

We maintain a help page for students at blackboard.slu.edu. If your students are having other issues, this is a good place to send them. We ask that you be the first line of support for students who have issues working with your content, but for technical issues they can also call us at 977-2522 or e-mail us at webct@slu.edu.

While we're covering access issues, I also want to take a moment to discuss pulling multiple sections of a course into one Blackboard course shell. This was easily accomplished in WebCT, but since Blackboard courses are automatically populated by the Banner system, there are issues with combining sections. We recommend that you not combine sections, because if you do, you will not get automatic drops and adds when Banner is updated. If these things aren't important to you, and you do want to combine sections, visit the Faculty Support Page at blackboard.slu.edu for a detailed handout on how to combine section.