



# Blackboard Learn

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*Online learning that goes where you go!*



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## Welcome

Welcome to the world of Distance Learning! You may be wondering, what is distance learning? Distance Learning (DL) refers to both a department on campus and a mode of learning.

Traditionally, distance learning referred to students who were unable to attend traditional campus-based classes. However, this is no longer the case. Currently over 70% of the LCSC student population enrolls in a distance learning course each semester.

The DL office at LCSC facilitates a variety of technology enhanced instruction including fully online, hybrid and lecture web-enhanced. We provide technical support and guidance for both faculty developing technology-rich courses and students registering for technology-rich courses.

Since technology plays such a key role in the success of distance learning students, the DL office developed this orientation to ensure you start out on the right foot. By the end of this orientation you will know the answers to the following questions:

- What types of classes are offered through DL and how do I register for them?
- What are my responsibilities as a DL student?
- What type of computer and software will I need for distance learning?
- How do I access my class and course content?
- How can I communicate with my instructor and classmates?
- How will I take tests and exams?
- How can I be successful in a DL class?
- How can the DL office assist me if I need help?

## Types of Classes and Registration Procedures

### What is Distance Learning?

Distance Learning offers an alternative delivery method of classroom instruction to students with time and geographic constraints. We offer classes online over the Internet; as hybrids, utilizing both classroom and web instruction; and interactive video conferencing, which allows for classroom instruction in one site to be transmitted to additional sites.

Distance Learning offers courses in most disciplines by collaborating with Division Chairs and faculty. Sections 60-69 denote courses offered through full online Distance Learning. Sections P60-P69 denote courses offered through full online Distance Learning with the PACE program (restricted to PACE enrollees) offered through the Division of Education. Sections with a "V" notation following their number denote courses offered through interactive video conferencing technology.



## Types of Classes

### Web-based Courses

Web-based (WEB) courses are offered entirely online using Blackboard Learn (BbLearn) and other resources, e.g. textbook web sites. A BbLearn class is internet-based and accessed through the Blackboard Learn web page.

### Hybrid / Web-Enhanced

Hybrid (HYBF) and web-enhanced (LECW) courses provide a combination of traditional and Distance Learning experiences. Students meet face-to-face for part of the class and online for the remainder. Hybrid courses have 30% or more of online delivery of instruction and web-enhanced courses have less than 30% of online delivery of instructions. The purpose of the hybrid method is to substitute portions of traditional classroom lectures while web-enhanced courses enhance traditional classroom lectures.

### Interactive Video Conferencing

Interactive Video Conferencing (IVC) allows the instructor to send traditional classroom lectures to a distant site with technology-equipped classrooms.

## Registration Procedures

Distance Learning courses follow the same guidelines and deadlines as regular on campus classes. As such students interested in taking Distance Learning courses must follow the same procedures.

Students new to LCSC must complete the admissions process through the LCSC Admissions office prior to registering for classes. Returning students may register online using WarriorWeb. More information for "Registering for Online Classes" is outlined on the Distance Learning website, <http://www.lcsc.edu/dl>.

### Electronic Signature Policy

If students wish to add a Distance Learning course that has a restriction/pre-requisite or is closed and requires a faculty signature, they are to email the professor with their request from their LCMail account ONLY. The professor then sends an approval email to the Distance Learning Office at [dl@lcsc.edu](mailto:dl@lcsc.edu) that includes both the student's email request and the faculty's email approval. The DL Office will forward the email to the Registrar's Office. The Registrar's Office staff will make the change for the student and send a confirmation email to the student's LCMail account.

### Waitlisting

If a section is closed, waitlisting allows students to be placed on a list (consisting of a maximum of 10 students). If an enrolled student drops a waitlisted class, the first student on the list receives an e-mail to their LCMail account informing them that a seat has opened; they can now register for the class. The student has the choice to register for the class or not. If they do not proceed with enrolling in the class, they are removed from the waitlist and the next student on the list is notified. Waitlisted students have approximately 48 hours to register for the class once notified. Once this time expires, the student's name is removed from the wait list. **Note:** faculty and Division



Chairs CANNOT override the capacity when a waitlist has been established for a course.

Students may also use the 'Manage My Waitlist' link on WarriorWeb to check if they have been granted permission to register. Students are not required to access the e-mail on LCMail, but it is generated at the same time permission is granted.

## Distance Learning Student Responsibilities

### Books and Supplies

It is extremely important for online students to be prepared and ready to go the first day of class. To ensure you are ready it is best to have all required books and supplies ready by the first day of class. To determine what books and supplies are required for specific classes locate the "Required Textbook(s) and Supplies" link on WarriorWeb. To do this access your class schedule and click on the individual hyperlink for each class. At the bottom of Section Information window you will see a link for textbook information. Books may be purchased through a private third party or at the LCSC Bookstore.

The LCSC Bookstore is located in the Williams Conference Center on the LC campus. The bookstore provides all required textbooks and supplies, as well as paperback books, reference guides, and LCSC insignia gifts and clothing. Distance Learning students may order textbooks online by going to [www.efollett.com](http://www.efollett.com). Students must have a credit/debit card to order online.

### Student Email Addresses

All LCSC students are required to use their LCMail email account for official college business. Distance Learning will only accept emails from this email account. To access your LCMail account, go to <http://lcmail.lcsc.edu> and follow the instructions for logging in.

### Syllabus

A course syllabus contains a variety of important information concerning how a class is structured and graded. You will also find information on both course and student expectations. All LCSC students are expected to read and understand the course syllabus. It is best to read through each syllabus at the beginning of each online course. You may also want to refer back to this document frequently throughout the semester. This topic will be reviewed in more detail a bit later.

### Proctor Requests

Some online instructors require proctors for their exams. Proctors ensure the reliability of test results by validating the identity of the test taker, monitoring the testing conditions, and ensuring the security of the test itself. Distance Learning students are required to submit their requests for a proctor at least one week prior to the first day of the exam. More information on exams, proctors and procedures for requesting a proctor are discussed in more detail later.



## Academic Honesty

*(Taken directly from the Student Code of Conduct)*

Cheating or plagiarism in any form is unacceptable. The College functions to promote the cognitive and psychosocial development of all students. Therefore, all work submitted by a student must represent his/her own ideas, concepts and current understanding. Academic Dishonesty includes:

- Cheating—intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise. The term "academic exercise" includes all forms of work submitted for credit hours.
- Fabrication—intentional and/or unauthorized falsification or invention of any information or the source of any information in an academic exercise.
- Collusion facilitating academic dishonesty—intentionally or knowingly helping or attempting to help another to commit an act of Academic Dishonesty.
- Plagiarism—the deliberate adoption or reproduction of ideas or words or statement of another person as one's own without acknowledgment.

The sanctions imposed for a violation of this section of the Code are independent of, and in addition to, any adverse academic evaluation which results from the student's conduct. The course instructor is responsible for academic evaluation of a student's work and shall make that evaluation without regard to any disciplinary action which may or may not be taken against a student under the Student Code of taken against a student under the Student Code of Conduct.

## Student Testing Policy

Prior to testing, distance learning students must read and understand the following testing policy:

- Students may not access any other information except for their exam unless specifically identified and approved by the course instructor. Distance Learning staff must have confirmation of any exceptions directly from the instructor prior to the beginning of the exam. This includes but is not limited to: email, messages, grades, classroom discussions, chat, computer/internet history settings or any other websites or programs. Once students are finished with an online exam they will immediately sign out of Blackboard. If students wish to review their grades, they must do so on a computer outside of the testing area.
- Students are not allowed to have unauthorized objects in the testing area, as per Distance Learning, authorized proctors, and/or instructors. Instructors will be notified of any unauthorized objects are taken in to the testing room. This includes but is not limited to: cell phones, electronic devices, books, notes, or certain types of clothing. Students may be asked to empty their pockets prior to entering the testing room and may not leave the testing room once the exam has begun.
- Proctors have the right to inspect the computer and testing environment prior to and after completion of the exam. This includes but is not limited to: the testing computer, internet usage history, email



messages, notes, cell phones and electronic devices. Instructors will be notified in any unauthorized behavior is observed during the exam.

- Violation of any of the testing policies or provisions outlined here constitute a violation of the Student Code of Conduct and, as such, may be subject to investigation and adjudication by the Dean of Student Services.

## Student Course Evaluations

At the end of each semester online students have the opportunity to provide feedback on their online faculty and courses through the Student Course Evaluation (SCE) process. Student Course Evaluations are available to online students in an electronic format and available near the end of the semester. ***These evaluations are anonymous.***

Specific questions regarding SCEs should be addressed to the Office of Institutional Planning, Research & Assessment at 208-792-2065 or by email at [instres@lcsc.edu](mailto:instres@lcsc.edu).

## Computer and Software Requirements

### Computer System Requirements

In an online or technology enhanced course, your computer and internet connection are like the car used to drive you to campus. You don't need a flashy, state-of-the-art vehicle, but rather reliable one you can depend on. With this in mind, Distance Learning recommends the following

#### Operating Systems

- Windows XP
- Windows Vista
- Windows 7
- Macintosh OSX

#### Processor and RAM

- Minimum 1Ghz processor
- Minimum 1 GB RAM, but more is always better
- Windows Vista requires a minimum of 2 GB of RAM to run efficiently

#### Internet Access

- Access to a high speed internet connection is required: DLS, cable, or high speed wireless
- **Please Note:** A 56K dial-up connection is insufficient for accessing online courses. Problems associated with private Internet connection services are not supported by LCSC

#### Browser Setup

It is important that your browser is setup and configured properly prior to accessing Blackboard. The information provided here is to assist in configuring and troubleshooting your individual browser. It is also a good idea to



have two different browser versions available for course access. For more information on the information listed below, visit [Browser Setup](#). A link is provided under the [Web Links](#) section of this orientation.

### ***Recommended Browsers***

- Firefox 3. 5
- Internet Explorer 7 or 8
- Safari 4. 0

### ***Cookies***

Cookies are small messages sent from a web server to your web browser and Blackboard uses cookies to keep track of your current session. You must have cookies enabled so we can maintain your current state as you navigate through the application.

### ***Java***

Many of Blackboard's functions require Java "Applets" (little applications) to function properly. You will need to have the most recent version of Java installed. When you log in to Blackboard, be sure to click *Trust* or *Always* when prompted about the Java Security Certificate.

### ***JavaScript***

Almost every part of the Blackboard Learning System relies on JavaScript for the ability to generate interactive web pages. You must have JavaScript enabled.

### ***Pop-Up Blockers***

Blackboard sometimes uses small browser windows to deliver content. Some pop-up blockers incorrectly interpret these small windows as pop-ups and block them. You need to disable your pop-up blocker when using Blackboard, or add the Blackboard site as a trusted site. If you click on a content link and nothing opens, look for a yellow bar at the top of the browser indicating the pop-up blocker has blocked the content from opening.

### ***Additional Recommendations***

It is recommended that you check for system updates for your computer at least once a month.

- Windows users, [click here](#) for more information.
- Macintosh users, [click here](#) for more information.

It's a good idea to have a backup computer you can use, especially to check when you get an error message or are having other problems. If the backup computer isn't having the same problems, it's a good bet the concern lies with your computer or Internet Service Provider.

If the problem occurs on more than one computer, especially ones using different Internet Service Providers, then the problem is more likely to be with an on-campus system.

If you continue to experience problems, contact Distance Learning and have this information ready:



- Your name and Student ID
- Course and Instructor name
- Where the problem occurred (Blackboard)
- Description of the problem (Include any error messages or phenomena)

## Software Requirements

### Adobe Flash Player & Reader

You'll need to install the most recent version of Adobe Flash player for viewing certain web content. You'll also want to have the most recent version of Adobe Acrobat Reader installed to view PDF files. Get them both at: <http://www.adobe.com>.

### iTunes

Many instructors provide instructional videos at LCSC's iTunes U site. You'll need to install iTunes to view these videos. You can download a free copy of iTunes at: <http://www.apple.com/itunes>.

Links in your course will take you to LCSC iTunes U automatically. Once there, double-click a video to begin playing it. You can also download videos to play on your mobile device.

### Word Processor

The most common piece of computer software you will need to be familiar with is a word processing program such as Microsoft Word. Sometimes you may be required to utilize other programs such as Microsoft Excel, or PowerPoint. It is a good idea to become familiar with these types of programs. If you don't have them on your computer already, check out OpenOffice.org, they have free downloads for various software programs.

## Accessing Blackboard

### Accessing Blackboard

WarriorWeb is the online student registration system and portal through which students access their course schedules, unofficial transcripts, final grades and other student information. Enrollment information is sent to BbLearn from WarriorWeb. If a student is not currently enrolled in a course, they will not be able to access BbLearn.

Once enrolled in an online or technology enhanced course you will access course content directly through Blackboard at <http://bb9.lcsc.edu>. For fast access, you can bookmark this page or set it as your homepage.

### Email Notification

Distance Learning will send an email notification to your LCMail student email account with information on when classes are available for student access. Classes are generally available for student access 5 days prior to the first day of the semester so look for the email from Distance Learning about a week before the semester begins. At



that time, you will have access to your courses. Keep in mind your instructor may not have all content available to view. Use this time to familiarize yourself with the learning environment rather than begin working on assignments.

### Logging In

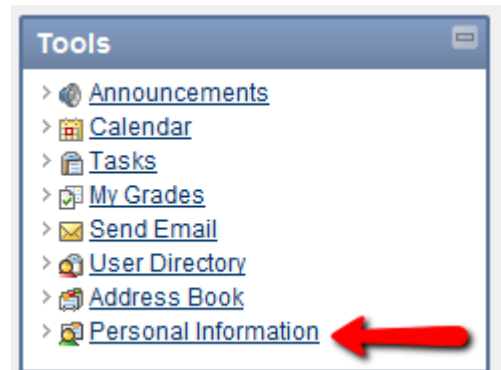
Your username is the same as your WarriorWeb ID and your initial password is your 6-digit birthdate in MMDDYY format. Example:

**Username:** newwarrior (for Nathan E Warrior)

**Password:** 010181 (for January 01, 1981)

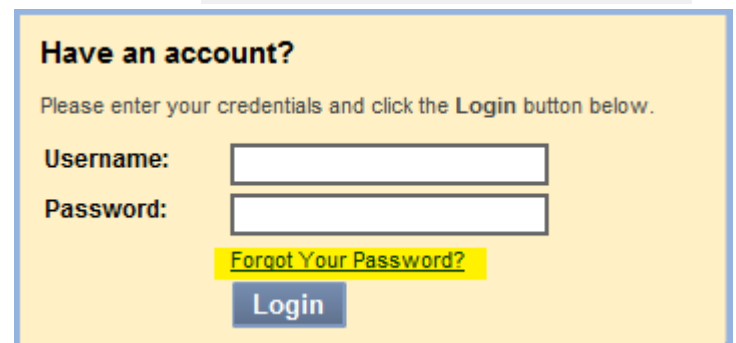
### Changing your password

You won't be prompted to change this initial password. Instead you will have to go to the Personal Information page and change the password manually (see image at right). Distance Learning recommends using the same password as WarriorWeb and LCMail.



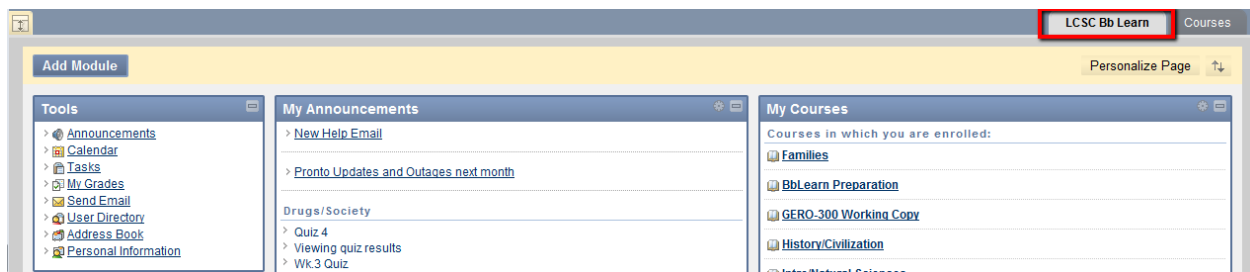
### Forgot your Password?

If you can't remember your password for Blackboard you can click on the "Forgot Your Password?" link located on the Blackboard log in page. You must use your LCMail address in order for Distance Learning to reset your password. Not sure what your WarriorWeb username is? Go to WarriorWeb and click on the "What's my User ID?" link located on the guest screen.



### LCSC Bb Learn

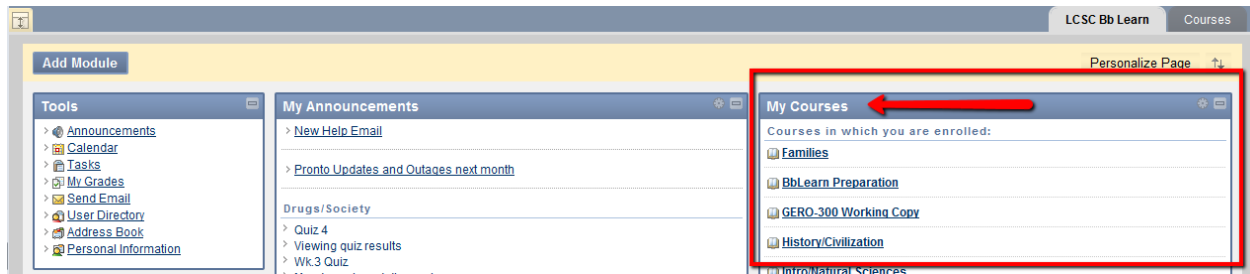
When you first log in to Blackboard, you'll see the LCSC Bb Learn page. This page contains My Announcements, My Calendar, Tools, and My Courses. Check My Announcements often for important notices about Blackboard outages or other system-wide updates.



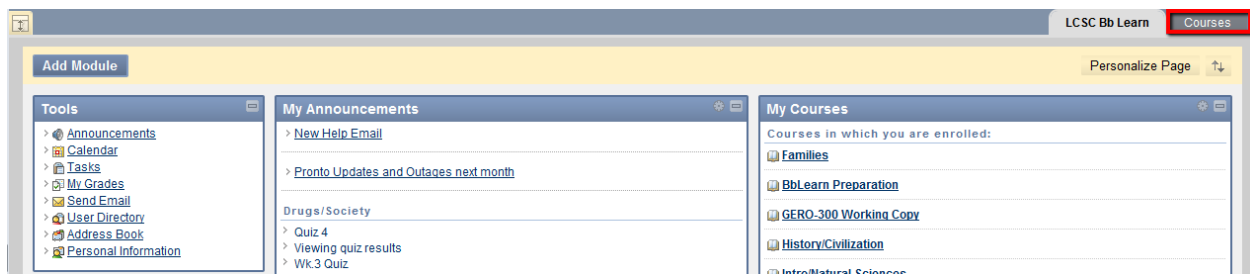


## Courses

My Courses displays all the courses in which you're enrolled. To access individual courses you will click on a course link located in the My Courses module. **Note:** If a course is not listed on this list but should be, first review your WarriorWeb class schedule to see if you are registered for the course. If you aren't contact the Registrar's Office for more information. If you are, contact Distance Learning.

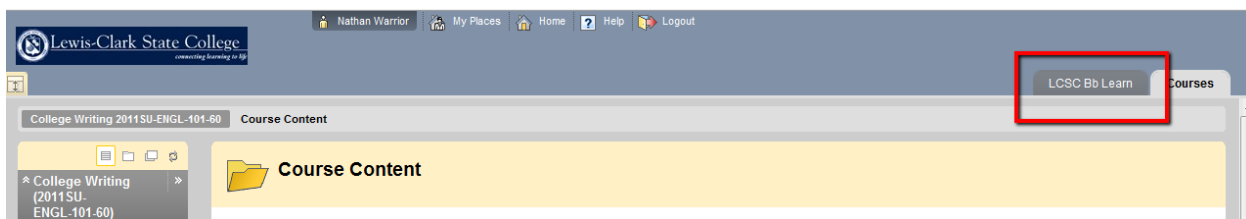


Click the Courses tab in the upper right corner of the LCSC Bb Learn page to go to the Courses page. This page shows only your Course List and a Course Search field. Click on a course name in the Course List to enter the course. If you have courses in your course list that you can't access (ex. an alias course or previous semester course), you can hide these courses by clicking the Action Wheel. Uncheck the courses you don't want to appear in your course list, then click Submit.



## Navigating between courses

After you are in a course, you don't need to log out to access another course from your course list. Simply click the LCSC Blackboard tab to be taken back to the main home page where you can select a different course to enter.



## Alias Courses

You may notice you have two courses in your course list with the same title, but different subjects. For example,



Statistical Methods is listed both as ECON and PSYC 300. Courses that are cross-listed, that is one course that is offered under multiple subjects, have all of the course content located in one course, the master course. In our example if you register for ECON 300, but the master course is PSYC 300 then you will have both ECON and PSYC 300 in your course list. To access your course content you will need to select the master course.

When you enter an alias course, you will see this message:

**This is an alias course. Instruction takes place in the main course. Return to your "My Courses" list on the "LCSC Bb Learn" tab to access the main course.**

**Contact your instructor if you need help identifying the master course.**

## Blackboard Mobile

Blackboard Mobile is a free application that allows you to access Blackboard Learn on compatible mobile devices.

## Accessing Course Content

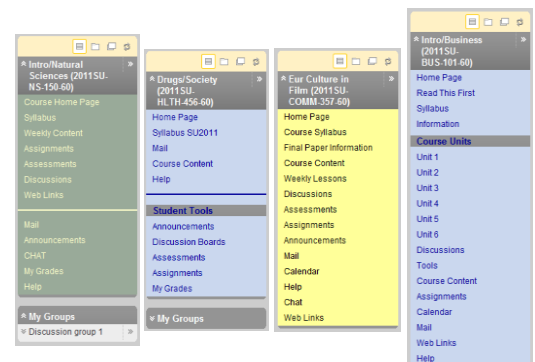
Content can be delivered in multiple content areas all accessible from the Course Menu. When you click on a content area in the Course Menu, a page will open containing the learning materials for that week, unit, theme, etc. Content areas can contain files, images, multimedia, web links, learning modules, folders, assignments, tests, links to Discussions, Blogs, Wikis, and much more! This information will most likely be presented in the order in which your instructor wishes you to view it. Start at the top and work your way down through the information presented in each content area. The icons in the content area help identify the material being presented.



## Course Menu

The Course Menu appears on the left side of the screen and contains links to content areas and course tools. This menu is highly customizable by your instructor and may look very different from one course to the next (see examples at right).

Depending on how your instructor organizes the course, a course menu could have links for content organized by week, unit, module, topic,

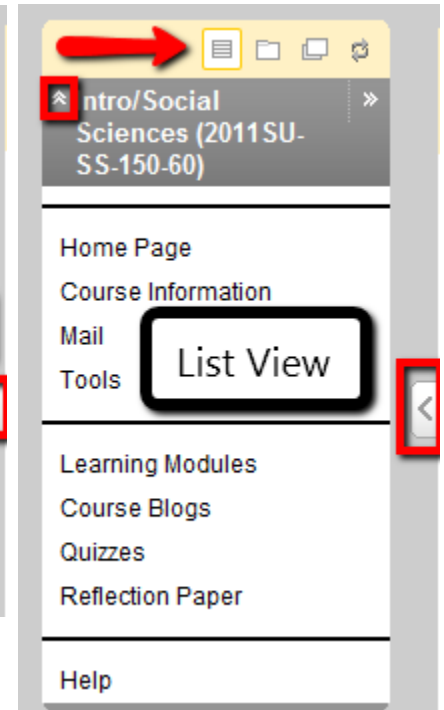
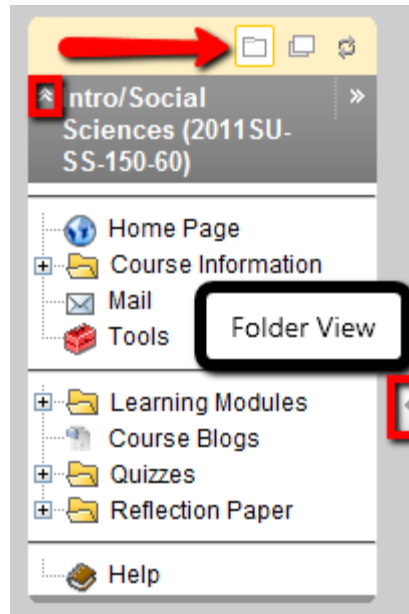




etc. Click on these links to access the course learning materials.

Most course menus will also have a Home Page link for accessing announcements and other course alerts, and a Tools link for accessing the Blackboard tools.

The Course Menu can be displayed in List View or Folder View (see examples at right). In List View, you'll notice the first icon is highlighted and the links are listed in a list. In Folder View, sections of the course can be opened by clicking the "+" next to a menu item. Likewise, clicking the "-" will collapse the contents. You can jump to items in folders by clicking on them.



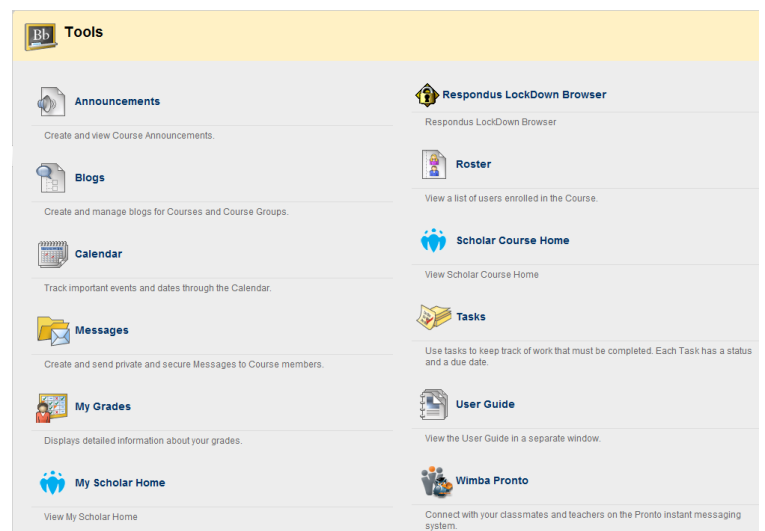
You can expand and collapse the menu to maximize screen space. When collapsed, the Course Menu disappears completely. Click the arrow to bring back the menu. Click the double-arrow next to the course name to collapse the menu up and hide the menu items (highlighted by red boxes above).

## The Home Page

The Home Page is similar to the first page you see upon logging in to Blackboard. It is the information center of the course. Modules like My Announcements, My Calendar, and What's New display alerts throughout the semester. Your instructor determines which modules you'll see on the Home Page, so you may not see all of these.

## Course Tools

The Tools page has links to all of the Blackboard tools, like Wimba Pronto chat, Discussion Board, Calendar, My Grades, and Send Email. If you're looking for a particular tool and don't see it in the main Course Menu, click on the Tools link to access all of the Blackboard tools. Depending on preferences set by your instructor, you may not have access to all of the tools shown here at the right.



## Assignments

Assignments can be delivered within unit, week, or themed content areas. Or, your instructor may have



created an Assignments link in the Course Menu for accessing all the assignments for the course. If you don't see a link for assignments in the Course Menu, look for them inside other sections of the course.

You can submit an assignment by typing text into the Visual Text Editor in the assignment, or by attaching a document from your computer. Check the syllabus for information about how your instructor wants you to submit, and the format in which you should save your assignment before attaching it (.doc, .pdf, .rtf, etc).

### Tests/Assessments

Like assignments, tests can be delivered within unit, week, or themed content areas. Or, your instructor may have created a Tests or Assessments link in the Course Menu for accessing all the tests for the course. If you don't see a link for tests in the Course Menu, look for tests inside other sections of the course.

If a password is required for an exam, you'll need to arrange a proctor.

### *Proctored vs. Un-proctored*

If a test, exam or quiz requires a password you will need to make arrangements for a proctor. Proctors ensure the reliability of test results by validating the identity of the test taker, monitoring the testing conditions, and ensuring the security of the test itself.

A student who cannot travel to campus or an outreach center can arrange to take tests by requesting a qualified individual to proctor the exam. If a qualified individual agrees to proctor a student's exam, the student or proctor fills out an online form.

Distance Learning evaluates the form and, if approved, sends the appropriate test materials to the proctor. These arrangements should be made at least one week in advance of each test date. (Sooner is better in case your first choice for a proctor does not qualify.) Not having a proctor arranged in time is not a valid reason for missing an online exam.

For more information on proctors, including a list of approved testing centers and qualifications for proctors, visit [www.lcsc.edu/dl](http://www.lcsc.edu/dl) and click the Test Proctor Information link located on the left.

### Discussions

The Discussion Board is the most commonly used communication tool in Blackboard. Here, instructors will post topics for you to discuss with your classmates. Since discussions happen asynchronously, check the Discussion Board often to read the latest postings from your classmates. Respond in a timely manner so you remain an active participant in the discussion.



Discussion postings are often graded, so be sure to follow all guidelines provided by your instructor and submit a thorough response. If you're unclear about the expectations for discussion contributions, ask your instructor or check the syllabus for a discussion rubric.

There may be a link in the Course Menu to access the Discussion Board, or you may

need to open the Tools page to access the Discussion Board. The discussion board is set up with forums (shown here).

Think of each forum as a unique discussion room. When you click on a forum, you will only discuss the topic provided by the instructor. To enter a discussion forum, simply click on the hyperlinks listed on the left hand side of the screen.

### Forums vs. Thread Levels

Discussions can be organized at the Forum level, or at the Thread level. If an instructor posts discussion topics at the **Forum level**, you will click on the Forum to open it, then create your own original thread by clicking Create Thread. You can then read other students' threads and post replies from within their threads.

To create your own thread in a forum, click Create Thread (see below). Provide a subject for the thread, and then type your message in the Visual Editor field. You can add an attachment to your posting by clicking the Browse My Computer button. Click Submit to post.

Forum: Self Introductions

Organize Forum Threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the column title or the caret at the top of each column. [More Help](#)

**Create Thread** Search Collapse All Expand All

Message Actions Collect

<input type="checkbox"/>	Nancy's intro	Nancy Johnston	5/17/11 12:14 AM
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If an instructor posts discussion topics at the **Thread level**, click on a Forum to open it. You will then see a list of Threads created by your instructor. Note there is no Create Thread button. You will need to click on the instructor-created thread to open it, and then click Reply to post your response. You can also reply to other students' replies.



Forum: Introductions - Due June17

Organize Forum Threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the column title or the caret at the top of each column. [More Help](#)

Message Actions Collect

<input type="checkbox"/>	<a href="#">All About You!</a>	Jill Thomas-Jorgenson	5/7/11 10:38 PM
<input type="checkbox"/>	<a href="#">Values</a>	Jill Thomas-Jorgenson	5/7/11 8:06 PM
<input type="checkbox"/>	<a href="#">Wow!</a>	Jill Thomas-Jorgenson	6/13/11 4:37 PM

Message Actions Collect

Discussions can be viewed in Tree View as shown directly above or in tree view as shown below. In tree view, you can click on the little '+' sign located to the right of the thread name to expand all of the associated threads.

Forum: Introductions - Due June17

Organize Forum Threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the column title or the caret at the top of each column. [More Help](#)

Search Display

	Date	Thread	Author	Status	Unread Posts	Total Posts	Grade
<input type="checkbox"/>	5/7/11 8:06 PM	<a href="#">Values</a>	Jill Thomas-Jorgenson	Published	32	32	-
<input type="checkbox"/>	5/7/11 6:27 PM	<a href="#">All About You!</a>	Jill Thomas-Jorgenson	Published	44	44	-
<input type="checkbox"/>	6/13/11 4:37 PM	<a href="#">Wow!</a>	Jill Thomas-Jorgenson	Published	3	4	-

Thread Actions Collect

Whereas in list view, you will have to click on one of the original threads to view the associated discussion.

## Blogs

Blogs are an open communication tool for students to share their thoughts. They tend to be informal, with the content guided more by the student than the instructor. However, blogs may be graded so you should still use proper grammar, punctuation, and spelling. Blog entries can contain text, images, multimedia, and attachments. Check the course syllabus for blog expectations and guidelines. Access the Blogs tool from Tools in the Course Menu.

## Wikis

A Wiki is a collaborative tool that allows students to contribute to and modify one or more pages of course related content. An instructor may have you create a wiki in a group to assess your understanding of course content. To begin a wiki, click Create Wiki Page. Give the page a name, and then enter content in the Visual Editor. You can add links, images, and multimedia to a wiki page. On the right, you'll see a box showing the name of the wiki and the names of the pages in the wiki. Click on a page to view it. To edit the page, click Edit Wiki Content. Make changes and click Submit. You can also add comments to a Wiki page using the Comment button. Access Wikis from the Tools page in the Course Menu.

## Journals

A Journal is a self-reflective tool for students. Usually, only the student and instructor are able to see and comment on journal entries. However, journals can be made public by the instructor for others to read and



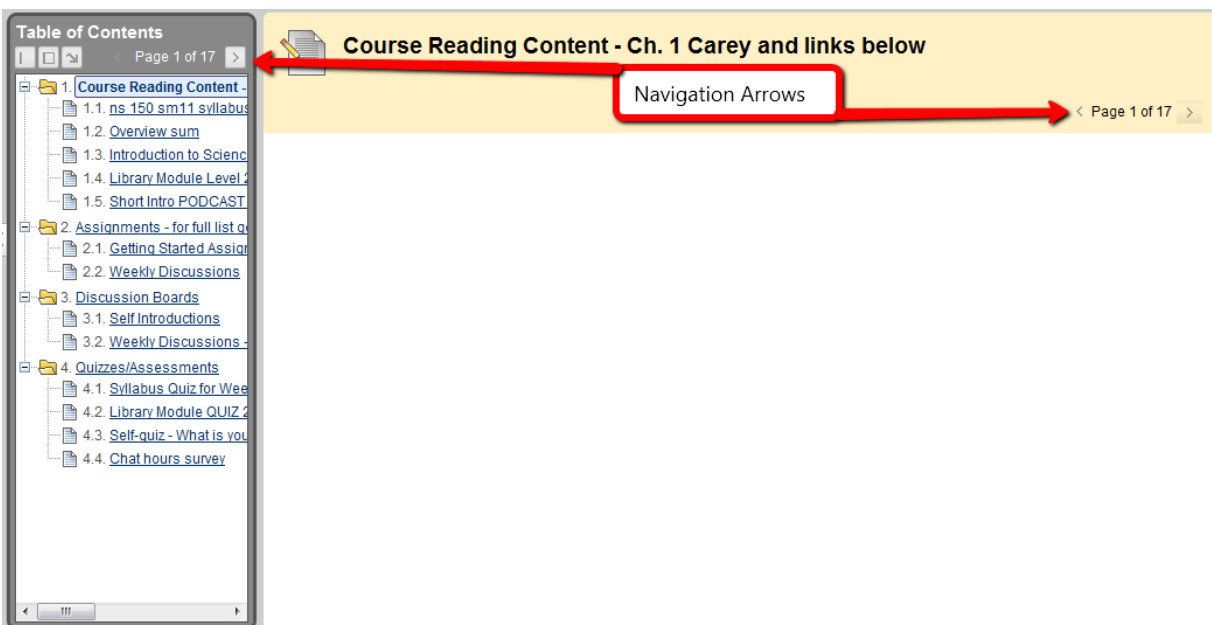
comment on. Your instructor should tell you if your journal is public.

Access the Journal tool from Tools in the Course Menu. Click on the desired journal to open it. Instructions for the journal appear at the top. Click Create Journal Entry to make a new entry. Enter a subject, and then type your entry in the Visual Editor. Click Post Entry when finished. To comment on one of your entries, click the Comment button. Click the double-arrow next to Comments to expand the comment area and read any comments from your instructor.

## Learning Modules

Learning modules allow an instructor to present content in a sequential, page-by-page fashion. If your instructor uses learning modules to deliver content, they may be located inside a content area. Your instructor may also create a Learning Modules link in the Course Menu. Learning Modules can contain text, multimedia, web links, and links to other tools in the course, like Discussions, Blogs, or Wikis.

When you open a learning module, you'll be able to scroll through the content using the navigation arrows (highlighted below) in the upper right corner, or you can jump to a specific item using the links in the table of contents.



## Communicating with Instructor and Classmates

### Syllabus

This is where your instructor will post basic information about the course, his or her expectations for you as a student, and how instruction and evaluation will occur. The syllabus may appear as a link in the Course Menu or



as a file on a content page. You should locate and read the syllabus as soon as you are done with this orientation. You may even want to print a copy to reference when you're offline. When in doubt, check the syllabus!

Below is a list of items typically found in a syllabus:

- ✓ Instructor info: name, office, office hours (online and offline), phone number, email address, personal introduction (teaching background, publications, interests)
- ✓ Course description
- ✓ Course Schedule/Calendar
- ✓ Required textbook(s)
- ✓ Required technology
- ✓ Grading
- ✓ Test proctor information
- ✓ Student expectations
- ✓ Time (how long instructor responses will take and assignments/tests to be graded and returned)
- ✓ DL contact info for assistance
- ✓ ADA Policy
- ✓ College registration deadlines (such as last day to withdraw from class with a 'W' grade and without a 'W' grade)
- ✓ Plagiarism Policy
- ✓ FERPA Policy
- ✓ Disability Statement

## Announcements

Announcements contain timely information and updates about the course. They will appear in the My Announcements module on the course Home Page. Click on the title of the announcement to open the full message. Check the Home Page often for announcements and other course alerts.

You may also receive announcements from the Blackboard System Administrator in the My Announcements module on the LCSC Bb Learn page. (The first page you see when you login to Blackboard.)

## Calendar

The Calendar tool may have important dates and reminders from your instructor, such as when assignments are due or when tests are available. There may be a link to the Calendar tool from the Course Menu, or you may need to click on Tools from the Course Menu to access it.

The calendar can be viewed by day, week, month, or year. Click on the desired view in the upper right corner. Click on an event listed in the calendar to read it. Events can contain links, images, and multimedia.



## Email and Messages

Blackboard has two tools to communicate privately with your instructor and/or classmates: Send Email and Messages.

### Email

Send Email can be accessed from the Tools page, or your instructor may have created a link to it in the Course Menu. Send Email utilizes your LCMail account, and can be used to send email to addresses outside of Blackboard.

Messages can be accessed from the Tools page, or your instructor may have created a link to it in the Course Menu. Messages only allows you to send messages to members of your online course, and only from within the course. You can't send messages from one online course to another, or to external email addresses.

### Messages

Messages works like an email program. When you open it, you'll see an Inbox folder and a Sent folder. To view messages in your Inbox, click Inbox. Click on the subject of a message to open it. You can Reply to Sender, Reply to All, Forward, or Delete the message using the buttons at the top of the page. Click OK when finished reading the message to return to the Inbox.

Click Create Message to compose a message. Click the To button to choose the recipients, then type your message in the Visual Text Editor. Click Submit to send it. Note: You can't add attachments to messages sent with the Message tool. If you need to send your instructor an attachment, you'll need to use the Send Email tool or your LCMail account. Check the syllabus for your instructors preferred method of contact.

### Live Chat

Wimba Pronto Basic is the chat system used with Blackboard. The first time you click on the Wimba Pronto tool on the Tools page, the Wimba Pronto link will redirect you to a webpage to create a user account and download the Wimba Pronto software. Create your account using your WarriorWeb ID (ex. nuwarrior) and your lmail email address. (Add your birth year to the end if your username is unavailable, ex. nuwarrior80.) Verify that all new courses and all of your current courses are checked to appear in the Wimba Pronto client. Then download and install the software for your operating system (Windows or Mac.)

Once the software is installed on your computer, you can open it and log in at any time. You don't need to be logged in to Blackboard to use Wimba Pronto Basic. In the Classmates tab, you'll see your courses and all students enrolled in them. Each course will have an arrow next to its name to expand or collapse the list of members. Click the '+' next to a name to add the person to your Contacts tab. Double-click on a name to start a private chat. Right-click on a name to begin a group chat and invite multiple users to participate. Select Invite to Group Chat → New Group Chat. Give the group a name, and then type in the name of another student and click Invite. Type a message in the chat field at the bottom of the window and click enter to send it.



## The Successful Distance Learning Student

While taking a course online does provide flexibility, it also requires self-discipline, responsibility, and great organizational skills. It is very easy to procrastinate or even forget online deadlines. Take the following quiz to test your work habits:

### 1. *Can I make a schedule and stick to it?*

Determine your needs, make sure they fit the parameters of the course, then make a schedule. Most importantly, stick to it. Since you won't always be sitting at your computer, it's helpful to have a paper calendar on which you can write due dates and other important notes about your courses. (Use a different colored pen for each online course to stay organized.)

### 2. *Do I feel comfortable asking questions?*

Successful students ask questions. Don't hesitate to ask the instructor or your classmates questions in the Discussion Board or via email or messages. Be concise and to the point when asking for help because your instructor probably gets a lot of email. If you email your instructor at his/her lcsc.edu email address, be sure to include the name, course number, and section number in your email (ex. Biology 101-05).

### 3. *Can I plan ahead, take initiative and responsibility?*

Don't wait until the last minute to submit an assignment or take an online test. If something were to go wrong with your computer, you could miss a deadline! Computer problems are no excuse to miss due dates, but you should still notify your instructor ASAP if you have a computer problem. Follow the instructor's time line to the best of your ability, login to your course on a daily basis (even if it's just for 15 minutes), and notify your instructor in advance if you'll be unable to login for an extended time. If you need to submit an assignment or take a test early, contact your instructor. Remember, in the online environment communication can be delayed, so always plan ahead!









### 4. *Am I comfortable reading/working at a computer for long periods of time?*

Reading is the backbone of all online courses. If you would normally spend 3 hours a week in a classroom listening and talking, you should plan to spend 3 hours a week reading and typing at your computer for each online class you take. (Not counting the time you spend working on assignments/papers!) Most of your content will be delivered in written form, either from your textbook or documents provided by your instructor. This takes the place of live classroom lectures, so if you want to learn anything in an online course you'll need to read all of the assigned material. For more information, review "[Is Online Learning For Me?](#)" on the Distance Learning Student Resources webpage.



## Getting Good Support from Distance Learning

### Distance Learning Directory

	<p><b>Kristy Roberts</b> Director Email: <a href="mailto:kroberts@lcsc.edu">kroberts@lcsc.edu</a> Phone: 208-792-2323 Location: SGC 212</p>		<p><b>Carolyn Quintero</b> Coordinator, Faculty/Student Services Email: <a href="mailto:cdquintero@lcsc.edu">cdquintero@lcsc.edu</a> Phone: 208-792-2148 Location: SGC 213</p>
	<p><b>Angela Nibler</b> Administrative Assistant I Email: <a href="mailto:arnibler@lcsc.edu">arnibler@lcsc.edu</a> Phone: 208-792-2323 Location: SGC 212</p>		<p><b>Liz Weldy</b> Office Specialist II Email: <a href="mailto:eaweldy@lcsc.edu">eaweldy@lcsc.edu</a> Phone: 208-792-2239 Location: SGC 212</p>
	<p><b>Thomas Hennigan, Ph.D</b> Instructional Technology Administrator Email: <a href="mailto:tahennigan@lcsc.edu">tahennigan@lcsc.edu</a> Phone: 208-792-2635 Location: SGC 214E</p>		<p><b>Angela Wilson</b> Instructional Designer/Trainer Email: <a href="mailto:acwilson@lcsc.edu">acwilson@lcsc.edu</a> Phone: 208-792-2635 Location: SGC 214C</p>
	<p><b>Jesse Snyder</b> Instructional Support/Technician Email: <a href="mailto:jasnyder@lcsc.edu">jasnyder@lcsc.edu</a> Phone: 208-792-2635 Location: SGC 214D</p>		<p><b>Robert Selzler</b> Support Operations Email: <a href="mailto:rjselzler@lcsc.edu">rjselzler@lcsc.edu</a> Phone: 208-792-2635 Location: SGC 214</p>

### Technical Support

There's no such thing as perfect when it comes to technology! If you have trouble with your computer or Blackboard, here's who to contact for assistance.

#### Blackboard

Blackboard (<http://bb9.lcsc.edu>) is the system that hosts all online courses, and it's supported by Distance Learning. Typical items Distance Learning Course Management can help with include:

- I can't access BbLearn.
- One of my courses isn't showing up in my course list in BbLearn.
- A test or assignment I need to complete isn't available.



- How do I turn off my pop-up blocker?

### Contact

**Office:** Distance Learning, Sam Glenn Complex, Room 214

**Email:** [blackboard@lcsc.edu](mailto:blackboard@lcsc.edu)

**Phone:** 208-792-2635 or 1-800-879-0458

### On Demand Learning Center

The On Demand Learning Center (<http://ondemand.blackboard.com/students.htm>) provides a wide variety of video tutorials on basic Blackboard functions. A link to the On Demand Learning Center is found on the main LCSC Bb Learn page or on the Distance Learning Student Resources site.

### LCMail and WarriorWeb

LCMail (<http://lcmail.lcsc.edu>) is the name of the student email system. Each student at LCSC is given an LCMail email account after admission. It is this email account that students are expected to use for college related business, and it is this email through which the college communicates with students. ALWAYS use LCMail when communicating with any campus department.

WarriorWeb (<http://warriorweb.lcsc.edu>) is the student information portal system. Whether you are registering for classes, paying your bill, or viewing your grades, as a student you will use WarriorWeb for practically everything.

### Contact

**Office:** IT Helpdesk, Sam Glenn Complex, Room 112

**Email:** [helpdesk@lcsc.edu](mailto:helpdesk@lcsc.edu)

**Phone:** 208-792-2231 or 1-800-933-5272, ext 2231

### Personal Computers

The LCSC IT Department offers limited technical support for personal computers. If you're having a problem with your hardware or software, you'll need to contact the company that built your computer, or a local computer repair specialist. Contact your local ISP if you experience trouble connecting to the Internet.

### Student Support

#### Distance Learning Website

The Distance Learning website, located at <http://www.lcsc.edu/dl>, provides a wealth of information to students and interested individuals. Students may wish to familiarize themselves with the site and its contents. Students can find answers to questions regarding tests, course and instructor information, how to get started in their online class, FAQ's and more.



### **Sending/Receiving Assignments**

As a service to students, Distance Learning will collect and hold assignments and other course materials that cannot be completed online for pickup by faculty. These assignments can be delivered in person, sent by fax or mailed. All assignments are date and if necessary, time stamped.

Distance Learning will mail assignments and other course materials that cannot be returned online by faculty to out-of-town students. If students live locally we will hold assignments for pick-up for up to one semester following the end of the current semester.

### **Technology Tutorial**

If students are new to Distance Learning or just need a little extra assistance, they can schedule a one-on-one technology tutorial session with the Coordinator for Faculty/Student Services. During this tutorial, students will get one-on-one assistance navigating the course, reviewing techniques for success and will have the opportunity to ask any questions or address any concerns they may have about the class, or Distance Learning. A request for a Technology Tutorial can occur at any time during the semester.

### **Student Computer Labs**

Computer labs available for student use on the LCSC campus include:

#### ***Distance Learning***

Located in Sam Glenn Complex, Room 212, Distance Learning offers thirteen (13) computers for student use and testing. The DL office is open during normal business hours as well as through the lunch hour. For extended times of operation, including weekends, please contact the DL office at 208-792-2239 or visit the DL website at <http://www.lcsc.edu/dl>.

#### ***Learning Resource Center***

Located in Sam Glenn Complex, Room 218A, the Learning Resource Center (LRC) has made it their goal to ensure LCSC students receive the support they need to be successful in college. The LRC is funded annually under a grant obtained through the Idaho Division of Professional-Technical Education, and as such can only provide assistance for students registered in courses that are part of a professional-technical program. The LRC has fifteen (15) computers available for student use. For additional information, please contact the Learning Resource Center at (208)792-2257.

#### ***Library Commons***

Referred to as the Technology Lounge, this glass-showcased space within the LCSC Library offers a variety of work environments including quick access to desktop computers, counter space and lounge furniture. Patrons may utilize one of several laptop computers housed in the Lounge, available for check out from the Library Circulation Desk. The entire Library has both wireless and hardwire access to the Internet. For hours of operation, please contact the Library Information Desk at 208-792-2236.



### **Student Union Building**

Located in the Student Union Building, Room 202, this computer lab has thirteen (13) computers available for student use. Laptops are also available for students to checkout from the SUB Information Desk. For hours of operation, please contact the SUB Information Desk at (208)792-2060.

### **Outreach Centers**

Outreach centers, under the direction of Community Programs, are located in Coeur d'Alene, Grangeville, Lapwai, and Orofino and provide both student assistance and computer labs. With the exception of the Coeur d'Alene Center and Lapwai, all outreach centers are staffed on a part-time basis. For specific information regarding hours of operation and services available, please contact:

- |                                    |   |
|------------------------------------|---|
| <b>Coeur d'Alene Center</b>        | 208-666-6707<br>1000 W. Hubbard, Suite 144<br>Coeur d'Alene, ID 83814<br><a href="http://www.lcsc.edu/cda">www.lcsc.edu/cda</a>                                     |
| <b>Grangeville Outreach Center</b> | 208-983-2164<br>Avista Building<br>201 E. Main (Meadow St. Entrance)<br>Grangeville, ID 83530<br><a href="http://www.lcsc.edu/cp/gville">www.lcsc.edu/cp/gville</a> |
| <b>Lapwai Outreach Center</b>      | 208-843-7336<br>Nez Perce Tribe Distance Learning Center<br>P.O. Box 365<br>Lapwai, ID 83540<br><a href="http://www.lcsc.edu/cp/lapwai">www.lcsc.edu/cp/lapwai</a>  |
| <b>Orofino Outreach Center</b>     | 208-476-5731<br>The Coon Building<br>2200 Michigan Ave<br>Orofino, ID 83544<br><a href="http://www.lcsc.edu/cp/orofino">www.lcsc.edu/cp/orofino</a>                 |

## **Campus Support**

### **Career and Advising Services**

The Career and Advising Services Office provides academic advising for students with undeclared majors. They also provide a variety of career planning and job preparation services for students including career exploration, job search and interview techniques, graduate school preparation and special events and workshops.

### **Library**

You would be hard pressed to make it through a course, online or face-to-face without having to do some sort of



research. The Library ([www.lcsc.edu/library](http://www.lcsc.edu/library)) has a variety of online resources available to assist students in their researching efforts including being able to instant message with a reference librarian.

Think you can't use the library because you live out of the area? As a student at LCSC you have access to all the features of the library. Many of the resources are available online, but if you need to have a book checked out, the library can mail it to you. For more information, check out the [Library Outreach Guide](#).

### **Registrar's Office**

The Registrar's Office ([www.lcsc.edu/registrar](http://www.lcsc.edu/registrar)) is the central hub for student records and information. If you have ever registered for a class at LCSC, you have a student record with the Registrar's Office. Most students know this is the office you contact if you need to add or drop a course, but there are so many other reasons to get to know the Registrar's Office including:

- ✓ Degree and Enrollment Verification
- ✓ Request Transcripts
- ✓ Program Information Forms (to add or change your major/minor)
- ✓ Apply for Graduation
- ✓ Apply for Directed Studies, Internships, Practicums, Co-ops, Research Assistantships
- ✓ Residency
- ✓ Petitions
- ✓ Total Withdrawals
- ✓ Data Privacy and Directory Information Restriction
- ✓ Grades and Honors

Need to find a form? Chances are the Registrar's Office has what you're looking for. Visit the ["Forms for Students"](#) page for everything from add/drop to transcript order forms. Need more information about registration? Check out the ["Registration Guide"](#) and find information on dates, times and WarriorWeb instructions. Curious about your data privacy? Learn more about [FERPA](#) here.

### **Tutoring Services**

The *Math and Science Resource Center* provides tutoring for a variety of subjects including Math, Physics, Engineering, Statistics, Geology, Biology and Chemistry.

*Trio Academic Services* provides learning strategies and academic advising along with tutoring in a variety of subjects including English, math and science to eligible students.

The *Writing Lab*, as well as the online writing lab (OWL) provides assistance with writing development, organization, audience purpose and revision.