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Welcome

Until the Fall of 2013, e-Learning Services (e-LS) operated under the name “Distance Learning.” Traditionally, distance learning referred only to students who were unable to attend face-to-face on-campus classes. However, this is no longer the case. Currently, over 70% of the LCSC student population enrolls in “distance learning” courses each semester.

The e-LS office at LCSC facilitates a variety of technology-enhanced instruction including fully online, hybrid, and web-enhanced lecture courses. We provide technical support and guidance for faculty teaching technology-enhanced courses and students who enroll in them.

INSTRUCTIONAL METHODS

Web-Based Courses
Web-based (WEB) courses, also referred to as “online” courses, are entirely internet-based and accessed through the Blackboard Learn (BbLearn) course management system using a web browser.

Hybrid Courses
Hybrid (HYBF) courses provide a combination of classroom and online instructional delivery via Blackboard. Hybrid courses usually meet once per week in the classroom and have at least 30% of instruction delivered online.

Web-Enhanced Lecture
As of Spring 2014, instructors of lecture (LEC) courses have the option of using online enhancement through Blackboard. These web-enhanced lecture sections meet in the classroom for instruction, and typically only certain aspects of the course are made available online. Faculty will inform students at the beginning of the semester if Blackboard will be used and outline the expectations for such.

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

E-LEARNING STUDENT RESPONSIBILITIES

Student Email Accounts
LCMail is the student email system, which is powered by Google. Each student is given an LCMail account after admission. All college communications are sent to students’ LCMail accounts, and students should check this account daily. Students are required to use LCMail when communicating with campus entities in order to verify their identity and to comply with federal privacy regulations.

Syllabus
A course syllabus contains important course information and student expectations, and should outline the assignments/due dates and grading policy used by the instructor. Students are expected to read and understand the course syllabus at the beginning of the semester.
Exam Proctoring
Some instructors require the exams for their web-based and hybrid courses to be proctored. Proctors ensure the reliability of test results by validating the identity of the test taker, monitoring the testing environment, and ensuring the security of the exam itself.

e-Learning Services students are encouraged to utilize the testing center on LCSC’s Lewiston campus, the Coeur d’Alene center, or one of the Outreach Centers. For those who cannot complete exams at these locations, submitting a Proctor Request Form is required at least one week prior to the first day of the exam. e-Learning Services evaluates the form and, if approved, sends the test materials to the proctor. Not having a proctor arranged in time is not a valid reason for missing an online exam. Visit our website to review our exam proctoring information in greater detail.

Student Testing Policy
Prior to taking a proctored exam, e-learning students must read and accept the following testing policy:

⇒ Students may not access any other information except for their exam unless specifically identified and approved by the course instructor. e-Learning Services 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 complete 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 the testing area.

⇒ Students are not allowed to have unauthorized objects in the testing area, as per e-Learning Services, authorized proctors, and/or instructors. Instructors will be notified of any unauthorized objects 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. Unauthorized behavior observed during the exam will be reported to the instructor.

⇒ Violation of any of the testing policies or provisions outlined here constitutes a violation of the Student Code of Conduct and, as such, may be subject to investigation and adjudication by the Vice President for Student Affairs.

COMPUTER AND SOFTWARE REQUIREMENTS
Students must consider the following requirements for their personal computers to ensure Blackboard functions most efficiently. Technical difficulties experienced in online courses are often a result of improper computer settings.

Operating Systems
⇒ Windows Vista or newer
⇒ Macintosh OSX or newer

Processor and RAM
⇒ Minimum 1Ghz processor
⇒ Minimum 1 GB RAM, but more is always better (Windows Vista requires a minimum of 2 GB RAM)
Internet Access

⇒ High-speed internet access is required: DSL, 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 vital that students have at least two internet browsers installed and properly configured on personal computers prior to accessing Blackboard. If technical difficulties are experienced in one browser, the problem may be resolved by using a different browser. Review our Web Browser Tips for more information on browser setup.

Recommended Browsers
The web browsers which provide the most efficient functionality in Blackboard are listed below in order of recommendation by e-Learning Services.

⇒ Google Chrome
⇒ Mozilla Firefox
⇒ Safari

Cookies
Small messages called “cookies” are sent from a web server to a web browser, and Blackboard uses cookies to keep track of a user’s current session. Cookies must be enabled so the system can remember user preferences while navigating through Blackboard courses.

Java
Many of Blackboard’s functions require Java "applets" (little applications) to function properly. The most recent version of Java must be installed. When logging in to Blackboard, be sure to click Trust or Always when prompted about the Java Security Certificate.

JavaScript
Almost every part of Blackboard relies on JavaScript for the ability to generate interactive web pages. Be sure JavaScript is enabled on any computer used to access online classes.

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. It is important that the pop-up blocker is disabled when using Blackboard, or https://bb9.lcsc.edu can be added as a trusted site. If clicking on a content link produces no results, browser settings may need to be adjusted. Review our Web Browser Tips page with instructions on accessing blocked content and allowing pop-ups.

Software Requirements

Adobe Flash Player & Reader
Web content such as animations, videos, and sound files requires Adobe Flash Player to properly load and function. Many online classes contain this type of content. Adobe Reader is required for viewing PDF files which may be found in online courses. Students should ensure the most current versions of these programs are installed.
ACCESSING BLACKBOARD
Once enrolled in an online, hybrid, or web-enhanced lecture course, students will access course content directly through Blackboard. This page should be saved as a bookmark for quick access.

Login Instructions
e-Learning Services will send an email 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 e-Learning Services about a week before the semester begins. 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: newarrior (for Nathan E. Warrior)
Password: 010191 (for January 01, 1991)

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 e-Learning Services to reset your password.

Changing your password
You will not be prompted to change this initial password. Instead, you will have to go to the “Personal Information” page and change the password manually.
**LCSC Bb Learn**
When you first log in to Blackboard, you’ll see the LCSC Bb Learn page. This page contains Tools, My Announcements, My Courses, and other modules. 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 registered, contact the Registrar’s Office for more information. If WarriorWeb indicates you’re enrolled, contact e-Learning Services.

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 and unchecking the courses in the list.

Navigating between courses
You can navigate to other Blackboard courses from within a course. Click the down arrow next to the Home button in the upper left corner of the page to access a list of all of your online courses. Click a course to jump to it.

Alias/Cross-listed Courses
If you are enrolled in a cross-listed course (e.g. ECON 300 and PSYC 300), the course in which you are enrolled will appear in your course list. When you click the course title to enter the course, you will automatically be directed to the “master” course containing the course content. If you have any question about whether or not you’re in the correct course, please contact your instructor.
Blackboard Mobile
Blackboard Mobile is an application that allows you to access Blackboard Learn on compatible mobile devices. This platform is NOT meant to be used to post to discussions, submit assignments, or take exams. It is mainly designed for reading information in the course and checking grades. Visit the Blackboard Mobile website for more information.

ACCESSING COURSE CONTENT
Content can be delivered in multiple content areas all listed in the Course Menu as links (e.g. Week 1, Week 2), or it can be housed in sub-folders in a single content area in the Course Menu (e.g. Course Content, Course Modules, Weekly Units). When you click on a content area in the Course Menu, a page will open containing the learning materials for that week, unit, etc. Content areas can contain files, images, multimedia, web links, sub-folders, assignments, tests, discussions, blogs, 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. 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 customizable by your instructor and may look different in each course.

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 Course Dashboard or Home Page link for accessing announcements and other course alerts, and a Tools link for accessing the Blackboard tools.
Course Dashboard
The Course Dashboard (sometimes labeled 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, To Do, and What’s New display alerts throughout the semester. Your instructor determines what modules you’ll see on this page so your view will vary.

Course Tools
The Tools page has links to all of the Blackboard tools, like Blackboard IM, Discussion Board, My Grades, and Messages. If don’t see a tool in the main Course Menu, click on the Tools link to access all of the Blackboard tools. Your instructor controls what tools you see on this page.

Assignments
Assignments can be delivered within unit, week, or themed content area. It is also possible 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 areas 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. The assignment instructions should outline how your instructor wants you to submit, and the format in which you should save your assignment before attaching it (.doc, .pdf, .rtf).

**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.

**Discussions**

The Discussion Board is the most commonly used communication tool in Blackboard, where 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 Text Editor field. You can add an attachment to your posting by clicking the Browse My Computer button. Click Submit to post.

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. 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.

Discussions can be viewed in Tree View as shown above or in List View as shown below. In tree view, you can click on the ‘+’ sign located to the left of the thread name to expand all of the associated threads. 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 the Tools page.

**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 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. Simply 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.

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.

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 may want to print a copy to reference when you’re offline.

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

✓ Instructor info: name, office, office hours (online and offline), phone number, email address, etc.
✓ Course description
✓ Course Schedule/Calendar
✓ Required textbook(s)
✓ Required technology
✓ Grading
✓ e-Learning Services contact and test proctor information
✓ Student expectations
✓ Time (how long instructor responses will take and assignments/tests to be graded and returned)
✓ ADA Policy
✓ 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.

Course Messages
The Course Messages tool is used to communicate privately with your instructor or classmates in a course and works much like any other email program. Each course has a separate portal for these messages, so you are not able to send messages to members of another course, nor to external email addresses. Messages can be accessed from the Tools page, or your instructor may have created a link to it in the Course Menu.

When accessing Course Messages, you will see an Inbox folder and a Sent folder. Click on Inbox to view messages sent to you. 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 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.
Live Chat
Blackboard IM (BbIM) is an instant messaging program that syncs with your Blackboard courses to allow you to quickly and easily connect with classmates and instructors. It is a separate piece of software that must be downloaded and installed on your computer. Once installed, you will not need to be logged in to Blackboard to use BbIM.

Create Your BbIM Account
To get started using BbIM, you need to create your BbIM ID and download the BbIM chat software. Go to the course “Tools” page in Blackboard and click on the “Blackboard IM” icon. A page will load that will allow you to set up your BbIM account.

- Your user ID will default to your Blackboard username.
- Your email will default to your LCMail email address – do not change this email association.
- Create a password for logging in to BbIM. This password is separate from your Blackboard password.
- Choose a security question and provide the answer.

Once you’ve created your account, you can use the “Blackboard IM” link on the course “Tools” page to return to your BbIM account settings to change your password as needed.

Download the BbIM Software
In the upper-right corner of the BbIM account creation screen, you’ll see a link to download the software. Click the purple button to begin the software download. Once the download completes, run the installation file to complete the installation process. The software should create a desktop shortcut – use this icon to open the BbIM software.

Log In and Chat
Enter the username and password you created in your BbIM account settings. If you are using your personal computer, you can check “Remember me” and “Sign in automatically” if desired. Click the “Sign in” button. (Note: Ignore the link to enter a registration code.)

When you log in, the program will default to the “Classmates” tab. This displays a list of all your courses with BbIM enabled. Click the triangle next to a course name to open a list of classmates who also have BbIM accounts. You may add users as contacts by clicking the next to their names.

The “Contacts” tab lists all of the people you’ve added as a contact. You will continue to see them in BbIM even when you no longer share a Blackboard course.
GETTING GOOD SUPPORT FROM E-LEARNING SERVICES

e-Learning Services Directory

Kristy Roberts
Director
Email: kroberts@lcsc.edu
Phone: 208-792-2239
Location: SGC 212

Liz Weldy
Administrative Assistant I
Email: eaweldy@lcsc.edu
Phone: 208-792-2323
Location: SGC 212

Thomas Hennigan, Ph.D
Instructional Technology Administrator
Email: tahennigan@lcsc.edu
Phone: 208-792-2635
Location: SGC 214E

Jesse Snyder
Support Technician
Email: jasnyder@lcsc.edu
Phone: 208-792-2452
Location: SGC 209

Stacy Shephard
Administrative Assistant I
Email: sashephard@lcsc.edu
Phone: 208-792-2239
Location: SGC 212

Angela Wilson
Instructional Designer
Email: acwilson@lcsc.edu
Phone: 208-792-2635
Location: SGC 214C

Robert Selzler
Instructional Designer
Email: rjselzler@lcsc.edu
Phone: 208-792-2635
Location: SGC 214D
Technical Support

Blackboard

Blackboard is the system that hosts all online courses, and e-Learning Services provides technical support for students taking online classes. Some of the issues you may contact e-Learning Services Blackboard Helpdesk to help with include:

- I can’t login to Blackboard.
- One of my courses isn’t showing up in my course list in Blackboard.
- A test or assignment I need to complete isn’t available.
- I need to disable my pop-up blocker.

<table>
<thead>
<tr>
<th>Office:</th>
<th>e-Learning Services, Sam Glenn Complex, Room 212</th>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:blackboard@lcsc.edu">blackboard@lcsc.edu</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>208-792-2635 or 1-800-879-0458</td>
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Blackboard On Demand Learning Center

Blackboard’s On Demand Learning Center provides a wide variety of video tutorials on basic Blackboard functions.

LCMail and WarriorWeb

The LCSC IT department manages LCMail, the student email system, and WarriorWeb, the online student information portal. Though these programs may be used in relations to online classes, students will need to contact the IT Helpdesk for technical support.

<table>
<thead>
<tr>
<th>Office:</th>
<th>IT Helpdesk, Sam Glenn Complex, Room 112</th>
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</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:helpdesk@lcsc.edu">helpdesk@lcsc.edu</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>208-792-2231 or 1-800-933-5272, ext 2231</td>
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</table>

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 Internet Service Provider if you experience trouble connecting to the Internet.

Student Support

e-Learning Services Website

The e-Learning Services website provides a wealth of information to students and individuals interested in e-learning at LCSC. Students will find necessary information regarding exam proctoring, getting started with online classes, FAQs, and more.

Assignment Collection

Most assignments for online courses will be completed and submitted via Blackboard. However, for those instructors who require a hard copy be submitted, e-Learning Services will collect assignments to be picked up by the instructor. These assignments can be delivered in person, sent by fax or email, or mailed.

Technology Tutorial

If students are new to e-Learning Services or need extra assistance, they can schedule a one-on-one technology tutorial session with the Coordinator for Faculty/Student Services. During this session, students will get one-on-one assistance.
navigating a course, review techniques for success, and have the opportunity to ask questions. Contact the e-Learning Services office to request a tutorial session at any time during the semester.

**Student Computer Lab**
Though priority is given to students taking proctored exams, the computers in the e-Learning Services office are available for student use during normal business hours. Printing is also available at the cost of 10¢ per page.

**Outreach Centers**
The following outreach centers provide exam proctoring services, student assistance, and computer usage. Business hours may vary at these locations. For specific information regarding hours of operation and services available, please contact:

**Coeur d’Alene Center**
208-666-6707
1000 W. Hubbard, Suite 144
Coeur d’Alene, ID 83814

**Grangeville Outreach Center**
208-983-2164
Avista Building
201 E. Main (Meadow St. Entrance)
Grangeville, ID 83530

**Lapwai Outreach Center**
208-843-7336
Nez Perce Tribe e-Learning Center
P.O. Box 365
Lapwai, ID 83540

**Orofino Outreach Center**
208-476-5731
The Coon Building
2200 Michigan Ave
Orofino, ID 83544
THE SUCCESSFUL E-LEARNING SERVICES 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. Use the following points to assess 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, and 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. (Tip: 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. ENGL 101-60).

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 log in for an extended time. If you need to submit an assignment or take a test early, contact your instructor. Remember that in an 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.

**Always remember to utilize the student services available to you at Lewis-Clark State College.**
e-Learning Services is here to help you in any way we can, so please do not hesitate to contact us!