

How to Address Online Learning and Blackboard Issues

General Rule for Referring -

- Issues regarding “how do I do this” are referred to the TLC
- Issues regarding “this isn’t working” are referred to Blackboard Helpdesk: 866-588-8279 or <http://d2.parature.com/ics/support/default.asp?deptID=8073>

Blackboard Password and Technical Issues

- Refer students and faculty to the Blackboard Helpdesk: 866-588-8279 or <http://d2.parature.com/ics/support/default.asp?deptID=8073>

First Time Logon and Navigation Assistance

- Refer students to the ITS helpdesk in room 2409

Online Learning Resources for Faculty and Students

- <http://www.blackhawk.edu/blackboard/index.html>

TLC Support, Software Training, Equipment Sign-out

- Jacki McDugle and Pat King will be in the TLC on Central Campus.

Online Learning Committee Announcement Intranet Page

- <http://intranet1/onlinelearning/default.aspx>

Curriculum Development and Revisions

- Faculty should see their respective Deans for any forms and documentation. Documents are also posted on the Intranet and J:/drive/Curriculum folder at <http://intranet1/curriculum/Shared%20Documents/Forms/AllItems.aspx>