

## ONLINE LEARNING ORIENTATION

### *How to Login to Blackboard:*

**Step 1: Go to the Blackboard login page:** <http://clpccd.blackboard.com>.

Bookmark or add this address to your favorites in your web browser, as this is the login page you will go to several times a week. While you have the option to access Blackboard through the Zone, we recommend that you instead access Blackboard directly at the address above to prevent being logged off and losing unsaved work.

**Step 2: Enter your username and password:**

**Username:** Your W Number. Don't know your W number? Sign on to CLASS-Web using your social security number and PIN, and click the "What's My New User ID?" link.

**Password:** the first two letters of your first name, followed by the first two letters of your last name (all lowercase), followed by the last four digits of your User Identification Number. Click Login.

**Step 3: Change your password (optional)**

Once you are in Blackboard, look on the left-hand side of the screen for a list of "Tools" menu items. Click on Personal Information. Click Edit Personal Information. Click Change Password. Enter your own unique password in both password fields. Click Submit at the bottom. At the next two screens, click OK. If you forget your password, click on "Forgot Password" or request a password re-set from the Help Desk.

**Step 4: Access your course site(s):** You should be at the "My Institution" page (if you're not sure if you're at this page, click the "My Institution" tab at the top left). Look to the far right under "My Courses" and click on a course link to enter a course site.

### *How to Get Help with Blackboard:*

**Answers to Your Questions:** Find frequently asked questions and solutions at <http://www.chabotcollege.edu/online/faq/>

**Online Help:** Submit a Help Request form at <http://www.chabotcollege.edu/online/help/>

You'll should receive a response to your question within 24 hours (although usually much sooner). Assistance may not be available on weekends or holidays.

*In addition to submitting a help request, you may want to let your instructor know about the problem and that you have submitted a help request.*

### *The Blackboard Course Management System:*

Blackboard is your "classroom" for your online course. In Blackboard, you'll typically find the syllabus, announcements, learning materials, discussion forums, your assignments (quizzes, exams, papers, projects, etc.), and your grades.

Each instructor develops their own Blackboard classroom, so there is quite a bit of variation in how courses are organized and the types of assignments you'll complete. Click around your course to determine how the course is organized. Is it by week? By chapter? By learning unit or module? When are your assignments due? How do you submit those assignments?

**Courses may include:**

**Syllabus:** For most courses, the first thing you should do is to carefully read the syllabus.

**Announcements:** Your instructor may post announcements about assignments, changes to the syllabus, new materials available, general Chabot information, and more. This is often the first page you'll see when you log in to your course. Read these carefully. You can find older announcements by clicking on the "View All" tab on the announcements page.

**Faculty Information:** This page includes your instructor contact information, including their email address and office hours.

**Gradebook:** Many instructors post grades in the Blackboard Gradebook. You can view your grades in the My Grades area under Tools. If a grade is underlined, you can click on that underlined score for more information.

**Discussion Board:** Many classes have discussion boards that enable you to interact with your classmates, and your instructor, and learn from each other. Some forums might allow you to ask questions about the class or the material you're learning. Others might ask you to debate an issue relevant to your class. Carefully review the discussion board guidelines for your class—how the discussions are graded, the due dates for discussion postings, how many postings are required for each discussion forum.

You can view each discussion by "thread" or by author, or by date, or by subject. Click "Add New Thread" to compose your initial posting (typically your response to the instructor's question). Compose a clear and descriptive subject line. Note the toolbar that enables you to edit and spell-check your work, or add a link to a relevant website. You may also be allowed to attach documents. When finished, click on "submit", and your message should appear in that discussion forum.

To reply to a classmate, open that message, and click on "reply". It's helpful to change the subject line to describe your comments.

**Quizzes and Exams:** Online quizzes and exams are usually timed. To answer multiple choice or true/false questions, just click on the circle in front of the answer you believe to be correct. For essay questions, type your answer in the box that's provided under the question. It's smart to save your answers as you go along. Remember to press "Submit" when you've completed the quiz. You should see a confirmation that the quiz was successfully submitted, and may be able to immediately view your score (unless manual grading is required, which is the case with essay and short answer

questions). If you check you're My Grades area and see a lock symbol, it usually means your quiz was not submitted successfully. If this happens, or you are disconnected from the Internet or from Blackboard while taking the quiz, immediately contact your instructor. Only your instructor can reset a quiz for you. Check your instructor's policy on how to contact him or her if this happens, and if quiz resets are allowed.

A few tips for quizzes and exams: Do NOT click on the Back button, or hit Enter. This may cause your uncompleted quiz to be submitted. Do NOT click outside the exam area (for example on a course menu button), as this may also cause the quiz to be prematurely submitted.

**Assignments:** Your instructor may use different tools for receiving your written assignments (research projects, papers, etc.). One of the options is the Assignment tool. Be sure you understand how your instructor wants you to submit your assignments, and how those assignments will be graded. To prevent losing any work due to potential internet connection issues, you should always save your work in a word processing program such as Microsoft Word prior to posting in Blackboard. If the instructions for the assignment include attaching your file, you should save each file as "Rich Text Format" before you submit them so your instructor is able to open them.

**Email:** In order to receive email from your instructors, you must determine which email account you want to use for Blackboard. **The default email address posted in Blackboard is Zonemail.** You can choose between one of the following:

- OPTION #1: Use the campus-provided zonemail account (this is the default email address in Blackboard).
- OPTION #2: Leave zonemail as your default email address in CLASS-Web and Blackboard, but forward all email to your personal email account
- OPTION #3: Use your existing personal email account. You will need to enter your email address in CLASS-Web. Follow the 5 steps below.
  - 1) Login to CLASS-Web
  - 2) Select "**What is my email address?**"
  - 3) Select "**Update Email Address**"
  - 4) Under "Type of E-mail to Insert" select "**Email for Blackboard**" and press "**Submit**"
  - 5) Enter the email address in the field next to "E-mail" and press "**Submit**"

You can send emails to your instructor or to any of your classmates. Remember to include a clear subject line, including the course number, and to sign your emails with your full name. Many emails end up in junk mail folders and your instructor will only find it if you've included a clear subject line. **For additional information on how to access your Zone account**, go to: <http://www.chabotcollege.edu/online/zone/>

## ***Online Learning Success Tips:***

Online learning has many similarities to classroom learning. You interact with your instructor. You usually have a textbook. You have classmates. You have assignments and tests. There are also differences from classroom learning. Online learners need stronger time management skills and more self-discipline to succeed. These tips can help!

- **Manage your time well.**
  - Start the course immediately. Don't get behind!
  - "Schedule" your course (block out specific times during the week to do your work), and be disciplined about that schedule. Plan to dedicate 9 hours per week for a 3-unit class.
  - Don't wait until the last minute to do your work.
- **Create a study space.**
  - Establish a space and time for your class work that is quiet, and where you won't be distracted or interrupted.
  - Have a backup plan in place for any computer or Internet problems.
- **Maintain your motivation:**
  - Define your goals (a degree, a specific grade, etc.) and keep them in sight.
  - Create an assignments calendar.
  - Keep in touch with your instructor.
- **Exhibit proper "netiquette":**
  - Use professional language, grammar, capitalization. No slang, no acronyms, limited use of emoticons.
  - Compose clear subject lines (for emails and discussion postings).
  - Sign your emails
- **Read instructions carefully and pay attention to requirements:**
  - Read all instructions before starting any assignment.
  - Note any requirements for file saving, such as a required name.
  - If you are using Blackboard with a Mac, be sure to add the file extensions (.doc, .xls, .ppt) to the name of your files when sending or submitting it to your instructor.
  - Save Word files as .rtf (Rich Text Format) so that they are most compatible with any word-processing program.
- **Ask for help when you need it:**
  - Email your instructor
  - Blackboard technical help at [www.chabotcollege.edu/online](http://www.chabotcollege.edu/online)
  - Ask your classmates (find a "study buddy")

**The Orientation to Online Learning is available online!**

**View topic-specific video clips, Blackboard demonstrations, tips, and more at:**

<http://www.chabotcollege.edu/online/orientations>

***Best of Luck in Your Online Class!***