How to Get Help with Blackboard:
- Email the Help Desk at Helpdesk@baruch.cuny.edu and open a ticket with the Blackboard administrators.
- Contact Blackboard After Hours Support
  After-hours Blackboard support available *weeknights and weekends*.
  - Weeknights – Between 8:00 PM and 8:00 AM the next morning
  - Weekends – All day and night on Saturdays and Sunday
  Call 1-646-664-2024 *between the times listed above* to be connected with a Blackboard Support Agent!

1) Logging in to Blackboard

Please follow the link below for the Baruch College Blackboard Login Page (please follow steps, do not go to any other site, e.g., a bookmarked site):

**Log in to Blackboard**

If there are any Blackboard service changes, alerts, or outages you will see them updated on this page. To log in to Blackboard, click on the big blue button to the right that says "Login to Blackboard" and login with your CUNYfirst login credentials.

If you do not know your CUNY First log in credentials, please email the Helpdesk at Helpdesk@baruch.cuny.edu, and request assistance with your CUNY First login credentials in the subject of your message.

2) Making an Announcement

You can follow the instructions at the link below to create an announcement in your course:

**How to Create an Announcement on Blackboard**

Announcements are sent as emails to students, but they have the added benefit of remaining on your course’s page for the whole semester, unless you decide otherwise. Very useful for information the students absolutely cannot miss. Be sure to let them know you intend on using Announcements this way, so they pay attention!
Emails are great, but some students have poor email checking habits, and the announcement tool keeps your important messages all in one place: the announcements area of your course’s Blackboard page.

3) Posting a Document / File / Video for Students to Review

You are able to post course material like word documents, excel spreadsheets, .pdf’s, powerpoint presentations, and web links to videos in the content areas of your course on Blackboard. The default content area for such material is titled “Course Documents”.

Please follow the instructions at the link below to learn how to post material to a content area on Blackboard:

Adding Course Material to Blackboard

4) Posting Videos / Lecture Recordings to Blackboard

Video files are too large to be uploaded directly into Blackboard like you would a document or other file. We ask that instructors provide web links or embed code to these videos in their course (in an area like "Course Documents", or share web-links to those videos (again, in an area like Course Documents), so that students can view the video that way. We have a few options for you:

A) If you are using Zoom, then there should be an ability to share a web link to your videos, but only if these videos have been set up for Zoom Cloud Recording before the start of the recording. To learn more about this, please review the information at the link below:

https://support.zoom.us/hc/en-us/articles/203741855

If you intend on using Zoom for recordings, the suggestion above will save you a lot of time.

Baruch College’s Center for Teaching and Learning has some great information on how to Teach with Zoom! Copy and paste the link below into your Web Browser to view the information:

blogs.baruch.cuny.edu/ctl/teaching-with-zoom-baruch-college/

B) You can upload your video file to Youtube as an "Unlisted" video, and then share the web link to that video with your students in your course. After you upload the video directly to Youtube, you can then copy and paste the web address of your video into Blackboard via a Course Document, Announcement, or however you would like to share the link with your students. Please set aside a few minutes and review the video found at the web address below:

How to Upload Videos to Youtube
Pay particular attention to the video around 1:39 - 1:50, as they show you how to mark your videos as "Unlisted" so your videos will only be available to people you share a link with (your students or colleagues) and not the entire internet of users. That video will show you how to upload videos on to Youtube, and from there you can share your videos web address with your students.

C) OR -- Our Videography department can set up a Kaltura Capture account for you. Kaltura Capture will allow you to "Embed" your video into your course. The videography department would provide assistance on how to use the application and post your videos from there to your course on Blackboard. You could use Kaltura Capture for future semesters as well, to record lectures and post the videos on to Blackboard using the instructions found by following the link below:

How to Embed Recordings from Kaltura Capture on Blackboard

If you would like more information on Kaltura Capture, please send a new email directly to Helpdesk@baruch.cuny.edu and in the subject line request that you would like to speak with the Videography team and be set up with a Kaltura Capture account.

5) Sending an Email

You can send students enrolled in your course emails directly from Blackboard’s Send E-Mail Tool. There are options to send a message to the whole class, and options to send to individual students or users. The best part is that you don’t need to remember any student email addresses! Just select their name from the list within the Send E-Mail Tool, and you will send an email to the students

Please follow the instructions below to learn how to send an e-mail through Blackboard:

Sending E-Mail on Blackboard

6) Viewing the Roster

You can view your student roster directly within each course on Blackboard. Students who register for your class are automatically added to your Blackboard roster within 24 hours of registering. To view the roster within your course, please follow the instructions at the link below:

Viewing the Student Roster on Blackboard
7) Making an Assignment Link for Students to Submit Course Work

Assignment links on Blackboard have two uses:

a. They act as a repository for student homework submissions. (i.e., word documents for an essay, etc.). Each assignment link allows for one submission per student, unless otherwise specified.

b. They create a column in your Grade Center, where you can review student submissions, and grade accordingly.

Please follow the instructions at the link below to create an assignment link on Blackboard:

How to Create an Assignment Link on Blackboard

8) Making an Exam Link

You can create exams on Blackboard for students to take online. There are a few important factors to note right away:

a. Blackboard automatically grades Multiple Choice and True & False questions. If you don’t want to manually grade your exams, then use only multiple choice and true & false questions. Most other question types require manual grading.

b. Configuring a “Due Date” within the Test Options prevents auto-grading of exams that are submitted even 1 second after the due date.

The exam creation process occurs in two steps:

1. Creating the Questions
2. Configuring the Test Options and Deploying the Exam Link

I would recommend going to this site to view a recording recently provided by Blackboard on Assessment & Assignments (Please start watching at approximately 10:00 minutes in to learn about tests): Exams and Assignments on Blackboard

And CUNY has additional information on exams at the link below:

CUNY Faculty Information on Exams

(under "Assignments, Tests, and Grades > Tests")
In order to see what it looks like to take an exam from a student perspective, as well as a list of BEST PRACTICES that should be shared with students, please follow the link below:

Student View of Exams & Best Practices

After students take an exam, you are able to view their exam submissions. To learn how to do so, please follow the link below:

How to View Student Exam Submissions

9) How to Use Blackboard Collaborate Ultra

Blackboard Collaborate Ultra is Blackboard’s take on Web Conferencing, like Zoom or WebEx. You can hold synchronous sessions with your students, and even record your lectures with the tool.

For more information on Collaborate Ultra, including a virtual tour of the tool, please refer to our help page on the subject:

Getting Started with Blackboard Collaborate Ultra

That page contains a brief description of the tool, as well as a series of instructional links at the bottom of the page. Please review those links if you intend on using Collaborate Ultra.

10) Make the Course Available to Students

Last, but certainly not least, Instructors are responsible for making their courses available for students to access once the semester begins. All Blackboard course pages are created months before the next semester, to allow instructors time to load material. During this time, the courses are “Unavailable” to students, so instructors have the peace of mind that no student has access to the course before the semester starts.

When the semester starts, there is a short process each Instructor needs to follow so that students can enter the course and review course material.

Please follow the link below to learn how to make your course available at the start of the semester:

How to Make Your Course Available for Students to Access