

Blackboard Frequently Asked Questions: **Student Issues**

Course Issues

I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

Instructors have to make a course available for any enrolled student to see it. It is not mandatory for instructors who teach face-to-face courses to use Blackboard. You should contact your professor via email or in class and ask them if the course uses Blackboard and, if so, to check on course availability.

Why am I not seeing a course I just registered for in CUNYfirst, in Blackboard?

It takes **24 hours** from the time you registrar or change your registration in CUNYfirst for it to update in Blackboard.

I see a class that I have taken previously, how do I remove these from the My Courses menu?

Some instructors will keep their courses available after the course ends. You cannot remove or delete these courses but you can hide them from view by clicking on the small gear icon in the upper right hand corner of the **My Courses Module**. On the **Personalize: My Courses** page, deselect the **Course ID** box of the course that you no longer want to see. **Press Submit** to save the changes.

Email in Blackboard

Why am I not receiving emails from my Blackboard classes?

Your CUNY issued email address should be your default email address on Blackboard, but Blackboard may show the primary email address you provided to CUNY the first time you enrolled in classes, or the email address from a previous CUNY campus you attended. To verify your email address in Blackboard, on the **Blackboard Home tab**, find and click on the **Update Email** link in the **Tools module** on the left.

How do I change my email address in Blackboard?

Users may have only one email address in Blackboard. In most cases, Blackboard uses the same email address as the CUNY Portal. If this address is not the one you use, you can now change it, but you must use a CUNY email address.

1. In the Home tab, find and click on the **Update Email** link in the Tools module
2. Enter the new email twice
3. Click **Submit**

NOTE: Updating your email address in Blackboard **will not** change the email address used in CUNYfirst, the CUNY Portal, or any other CUNY system. It will **ONLY** change the email address used by Blackboard. Email addresses in systems other than Blackboard need to be changed manually in those places.

How do I send an email to my instructors?

Students can communicate with their instructors and classmates by using the **Send Email** link under Tools on the Course Menu. Please note - Blackboard is **NOT** an email client; there is no sent folder where all your messages will be stored for future reference. A copy of the email will be sent to the sender. This acts as conformation of the sent email.

Course Menu

Why does my Course Menu look different in each course?

Instructors have the ability to personalize their course menu. They can add / remove different Content Areas specific to their course. It is important that you go through each Content Area on the Course Menu to familiarize yourself with how the course is set up.

Is there an Announcement function in Blackboard?

Instructors can send announcements to students enrolled in their courses to alert students to changes, reminders, and upcoming events. You should receive these announcements in your CUNY campus email account and see them when you log into Blackboard.

Assignments

Where are my assignments posted in my course?

Instructors have the option to post assignments in different areas of Blackboard. Some instructors will create a Content Area specifically named Assignments. Other instructors might house assignments in Course Materials. This is why it is important to go through the Course Menu to familiarize yourself with where your instructors have posted materials.

Why do my assignments disappear from view?

Instructors can set date / time restrictions that will restrict your access to an assignment in Blackboard. If your instructor sets a date / time restriction, once that date / time passes you will no longer see that assignment in Blackboard. It is up to the discretion of your instructor if they want to open any assignment. Blackboard Support cannot make any changes to an assignment without the permission of the instructor.

Are there different types of assignments in Blackboard?

Assignments in a Blackboard course can take many forms. In most cases, they are a way of electronically submitting something you would hand in to your instructor, such as homework or a paper. Some kinds of assignments, such as a SafeAssignment or a Turnitin assignment, are checked for plagiarism. The steps below will guide you through submitting a regular assignment. The steps to submit SafeAssignments and Turnitin assignments are not the same as for regular assignments, so be careful

when uploading your work.

How do I access and submit my class Assignments?

1. Click the **Assignment** link on the course menu or the content area where the assignment is posted
2. Click the **name** of the assignment
3. Click **Write Submission** and type your response
4. Click **Browse My Computer** and select a file to attach
5. Press the **Submit** button. A success message appears, confirming the submission

WARNING! When you finish your assignment, you must click **Submit**. If you press **Save as Draft**, your instructor will not receive your completed assignment.

How do you submit a Safe Assignment?

1. Click the **Assignment** link on the course menu or the content area where the assignment is posted
2. Click the >> **View/Complete** link. Read the instructions carefully
3. In the Comments box, type your response (if appropriate or needed)
4. Click **Browse** to select any files you need to attach
5. Click **Submit** when done. A success message confirms the assignment submission

How do I submit a Turnitin Assignment?

1. Click the **Assignment** link on the course menu or the content area where the assignment is posted
2. Click the >> **View/Complete** link.
3. Click on Submit button
4. Enter **Submission Title**
5. Click on **Choose from this computer** to select any files you need to attach
6. Click **Upload** when done.
7. Click on **Confirm** button, you will receive a Congratulations – Your submission is complete message that confirms your submission has been submitted as well as an email receipt

NOTE: Blackboard Support cannot clear any assignment submission attempts in Blackboard without the permission of the instructor

Discussion Boards

What is a Discussion Board?

The Discussion Board is a tool for sharing ideas about class materials and interacting with your instructor and classmates. Some instructors use it like in-class discussion, where others use it in place of assignments, and discussions can be graded.

How do I reply in a Discussion Board?

1. On the Course Menu, click the **Discussions** link
2. On the Discussion Board page, click **the name of the forum** you want to access
3. On the Forum page, click **the name of the Thread** in which you want to post
4. On the Thread Detail page, press **Reply**
5. Enter the Subject and type your reply in the **Message text box**
6. Click **Submit**

How do I create a thread in the Discussion Board?

1. On the Course Menu, click the **Discussions** link
2. On the Discussion Board page, click **the forum name**
3. On the Forum page, click **Create Thread**
4. **Type a Subject and reply** in the Message textbox
5. Click **Submit** to create the thread

Can I delete a thread or reply after I have posted it?

It depends on the settings that the instructor has set for the forum. Instructors can allow students to edit or delete threads / replies but usually this is not an option that is allowed. If the edit/delete setting is allowed then you will see those buttons at the bottom of your thread or reply after it has been posted.

Why Can't I See My Discussion Post?

If you have composed a post and do not see it, you should check if you accidentally saved it as a draft. Return to the forum page and point to **Display** to access the drop-down list. Select **Drafts Only**. Click **Search** at the top of the main discussion board, forum, or thread pages and search for a term you used in your lost message.

NOTE: When composing long messages, write them offline in a word processing or notepad program that you can save locally. Then, paste the message into discussions. This can provide you with peace of mind as well as a way to recover your work in case of technical difficulties.

Why can't I see a Discussion Forum?

Your instructor can date / time restrict a Discussion Forum to only display to students for a certain time period. Once that date / time has passed the Discussion Forum will disappear from view and you will not be able to access it. It is important to read all instructions in the forum so that you are aware of due dates.

What Does Subscribe Mean?

If your instructor enabled subscribing, you can be alerted by email when new posts are made in a forum. Your instructor chooses whether the alerts are for posts made at the forum or thread level. When the forum email subscription feature is enabled, you will see Subscribe button on the action bar. Click the Subscribe button once to subscribe to the forum.

Tests

Where do I take tests in Blackboard?

1. Click on the Content area where your test is located
2. Click on the **Name of the Test**

3. On the next page, **select Begin**. If your test requires a password, enter it now and **click Submit**
4. Navigate through questions by using the > or >> arrows, if necessary
5. Save your progress by clicking **Save All Answers**
6. **Click Submit** to finish your test

Should I use a specific internet browser when I take the test in Blackboard?

It is recommended that all students use **Mozilla Firefox** as their internet browser.

Can I take a test on a mobile device?

It is recommended that you take your test on a desktop computer or laptop. Instructors can design tests specifically for mobile devices but that is up to your instructor and not common.

I lost network connection while taking my test, what do I do?

If you have a technical issue or lose network connection while taking a test in Blackboard you want to first notify your instructor that you are having an issue. Losing network connection can cause your test to auto submit. It is up to your instructor if they want to allow you another attempt to take the test.

NOTE: Blackboard Support cannot clear any test submission attempts in Blackboard without the written consent of the course instructor

Why can't I go backwards in a test to check my answers?

When the instructor creates the test, they can choose to allow you to go back and check previous answers, or not. If you cannot go back to check previous answers on your test, this means that the instructor does not allow backtracking.

How much time do I have to take a Blackboard test?

Some tests are untimed, meaning you have as long as you want. Other tests have a time limit set by the instructor. If there is a time limit, you will see it on the instructions page before you begin the test. There will also be a countdown timer that appears on the test page itself, showing how much time you have left.

Where do I find grades for my Blackboard classes?

You can access the **My Grades** tool from within your course by selecting it from the Course Menu, or from the Tools panel on the Blackboard Home tab. Your official final grade for your course will be in CUNYfirst.

What is Blackboard Collaborate Ultra and where do I access it?

Blackboard Collaborate Ultra is web conferencing software that is built into Blackboard. This tool can be used to have a synchronous meeting with your instructor and your classmates or watch previously record lectures. You can find Blackboard Collaborate Ultra under **Tools** on the Course Menu.

Is there a mobile app that I can use for Blackboard?

Yes, you can download and install **Bb Student** for your mobile device. For further information click the link for CUNY Resources here: [Bb Student Instructions](#)

--Created by Blackboard Support Services, John Jay Online