



Lincoln Land Community College Information for Online Students Fall 2009

Welcome to online learning at LLCC! You will be able to access your online course through the LLCC Blackboard system located at <http://blackboard.llcc.edu>. To help you get started with your online course please read the information below and follow the instructions in the Getting Started section.

If you do not have a username and password, use the link above, then read step 1 under “Getting started”. If you have problems, please contact the LLCC Helpdesk at 786.2555 or email at helpdesk@llcc.edu.

Dates to Remember	
Classes begin	August 24
Last withdrawal date for 100% tuition refund	August 27
Last day to add classes	August 28
Classes end	December 11

Who do I contact if I have a question about Blackboard?

Contact Teri McDonough, Coordinator, Distance Education Services at distanceeducation@llcc.edu or 217.786.2890 or if you have questions regarding Blackboard or general questions about online courses.

Getting Started:
To assist you in beginning your online course please visit our LLCC Online web site at <http://www.llcc.edu/online>.

Next select the **Getting Started** link on the left hand side of the page. The Getting Started web site will provide you with the necessary information to:

Test your Blackboard username and password. You will be able to see your personal space on Blackboard, but please note that that your class(es) may not show up until August 24.

It is important that you complete this step as soon as possible to ensure a successful start to your online course.

Orientation to Online Learning

The Instructional Technology and Distance Education Department offers an orientation to online learning for all students enrolled in OL, OE and HY sections. This orientation is available in Blackboard and is located under the “Courses in which you are enrolled” section of your Blackboard welcome page.

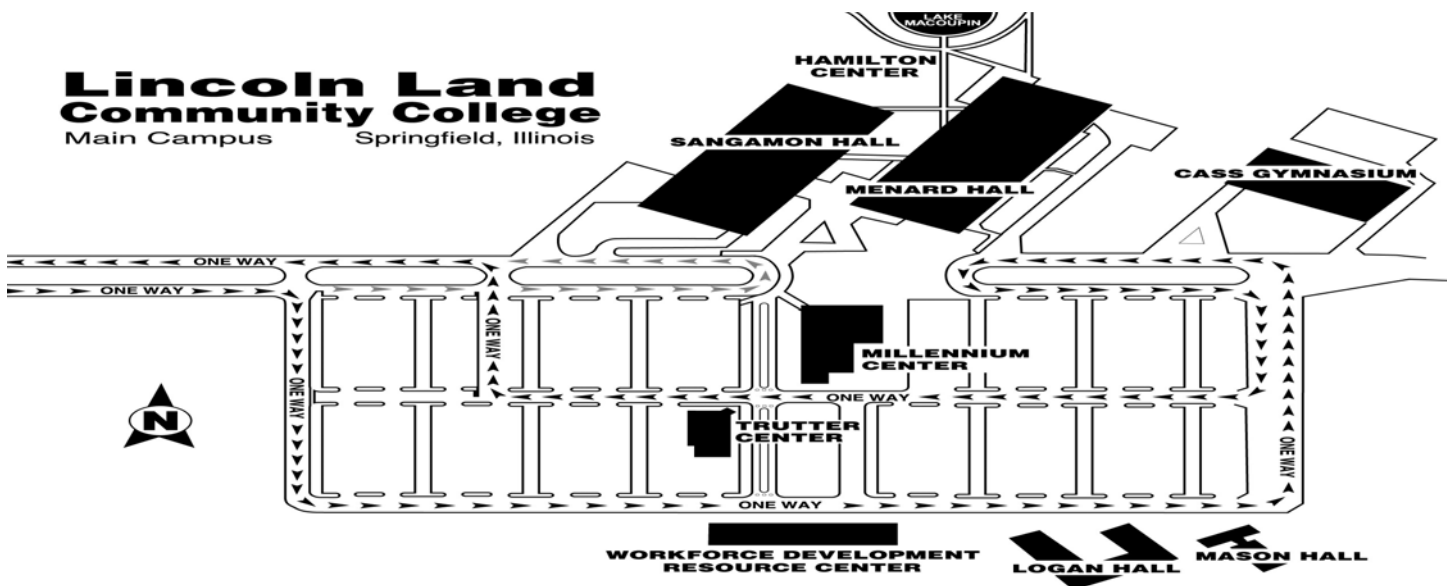
The orientation will cover strategies that will help you succeed in your online course. The Orientation to Online Learning will also include technical tutorials, study skills information, and additional resources related to online learning success.

- ◆ Whether you are 16 or 86 we are not allowed to talk to others about your Blackboard account. Friends, Moms, Dads, and spouses want to help you with your class by calling this office but we can not discuss your account with them. If you are having problems please call yourself. If you work during the hours that the office is open, leave a message and someone will call at a time that is more convenient for you.

You are required to use your LLCC email address in Blackboard.
To active your LLCC email account — go to our homepage, www.llcc.edu, on the left hand side select email access. It will ask for a username and password, this is the same as the one you use for Blackboard.

Important note — The office of Instructional Technology and Distance Education is located on the lower level of the library. If you are on campus and need help, please come to our offices.

The Flex Center is located in Logan Hall across the campus from Menard and Sangamon Halls.
The hours are Monday through Friday 8 a.m. to 9 p.m.



Some instructors will have an orientation before classes begin others will not. If you do not hear from your instructor before classes begin logon to Blackboard and read the announcements

Class notes and syllabi are created in Microsoft Word 2007. To open the files you will need to have Microsoft Word installed on your computer. If you do not have the Microsoft Suite on your computer you can purchase it at the Registration counter on the main campus for a reduced cost.



Remember — **your online course will require as much work as your face-to-face class.** Do not get behind.

If you have questions regarding your LLCC email account, WebAdvisor, or Portal, please contact the LLCC Helpdesk at 217.786.2555 or helpdesk@llcc.edu.

How do I get my textbooks?

Textbooks are required for most online courses. Please check with the LLCC Bookstore to purchase your books at <http://bookstore.llcc.edu> or 217.786.2300.

Learning Lab

Some instructors may require you to take a test with a test proctor. This can be done on the main campus or any of the regional education centers. Call the Learning Lab at 217.786.2376 for more information and for hours of operation. The Learning Lab also offers free study skills and peer tutoring services to help you become a successful student in your courses. Call the Learning Lab at 217.786.2396 to make an appointment with one of our Study Skills Specialists or a Peer Tutor. Free online tutoring is also available through the Smarthinking online tutoring service under the Tools section of your Blackboard account.

My course section is HY, what does that mean?

While a significant amount of course time is spent online, **hybrid students meet occasionally with their instructor and classmates on prearranged dates and times throughout the semester. These meeting times are required.** Be prepared to attend these on-campus sessions.

If you have technical problems with Blackboard, help may be found at

<http://www.llcc.edu/online/BlackboardTechnicalAlerts/tabid/2220/Default.aspx>

What will I see when I logon to Blackboard?

- Your name will appear in the welcome on the left hand side of the page.
- The top box on the right hand side will show the orientation before the semester begins, on August 25 your courses will appear. Click on the course that you want to work on and it will take you into the course.
- In the middle of the page, there will be announcements and a calendar with important information.

What do I do once I click on my course?

- On the left hand side you will see bars with words on them. They may have “syllabus”, “course documents”, “course information”, “Quizzes”, “Discussion Board” and other things that your instructor feels are important for the course. When you click on the bars you will go into that section.
- The first time that you go into a course, click on every bar and get familiar with where you will find the information that you will need for your course. “Where are the assignments located?” “How do I turn in assignments?”
- You may want to print out the information and put it in a binder. That way you can work on the assignments when you do not have access to a computer.

How do I attach a file?

- Before you start the course you may want to set up folders on the desktop of your computer. To do this on your desktop, right click anywhere on the desktop, a box should appear, select “new”, select “folder”. This will put a new folder on your desktop that you can name for your class such as “COM 111”. By organizing your assignments this way they will be easy to find.
- When you are ready to attach a file, follow the directions of your instructor of where you are to attach the file, using the digital drop box, groups, email, file exchange or other ways. You will attach your file in the box next to the word “file”. Click on the “browse” button, choose “desktop”, look for the folder where you saved the file, click on the file to select it, then click on “open”. This should put your file name into the box. Remember to click on “submit” to send the file to your instructor.

I have added a thread to my discussion board but it is not showing.

- Some instructors have a delay on submissions to the discussion board. This allows them to check the messages before they are posted.

Discussion Board Tip —

- When submitting a discussion board thread or reply, make sure to click “submit” instead of “save”. Clicking “save” will not submit your message to the discussion board. This will only save your message in “draft” form so that you can open it to work on it at a later time. You must hit “Submit” to add your message to the thread.

Online Testing Tips

When you are taking a test on Blackboard there are a few things that may make your testing go easier —

- Make sure that you have a stable connection to the internet.
- Do not use a wireless laptop to take a test, this is not always a stable environment.
- Go to the main campus or an education regional center if you are not sure of your connection.
- Do not double click the link to a test! Click once and wait for the test to open.
- Wait until your test loads completely before attempting to answer any questions.
- Do not double click the Save or Submit button during a test.
- Do not use your web browser's "Back" or "Forward" buttons when taking a test.
- Do not click outside the test area.
- Do not resize or close your internet browser window while taking a test.
- If for some reason, the test locks up you will need to call the instructor to have it reset. This office can not restart the test for you.
- Disable Pop-up Blockers as these may affect tests in Blackboard. Pop-ups should be allowed while taking a test in Blackboard.
- Pressing "Enter" on the keyboard rather than clicking "Next". For tests that present one questions at a time, students should click the "Next" button rather than hit "Enter" on the keyboard.
- Inactivity. Sometimes your Internet Service Provider will log you out due to a period of inactivity. Before starting your test — if you have been logged into Blackboard for a while, log out, login back and then open your test. This action will refresh your activity time out.