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Guidelines and Procedures
LLCC Blackboard Learning Management System

OVERVIEW

This version of the Lincoln Land Community College Blackboard Guidelines and Procedures reflects the current status of the Blackboard learning management system at LLCC and the system’s existing support. The Blackboard Learn Management System at Lincoln Land Community College is intended to support the teaching, learning, communication, and scholarship of students, faculty, and staff at the college.

This document is intended to serve as both a procedures manual for the use and management of Blackboard Learn, as well as a guide for decision-making related to the use of Blackboard software licensed to LLCC. This document will be updated as needed and is subject to change without notice.

Blackboard System: This is the entire system, as a whole, which encompasses both Blackboard Learn and Blackboard Community. This also includes any external services and tools that are linked to Blackboard, such as textbook publisher tools or the AEFIS assessment tool.

Blackboard Learn: This is the part of the Blackboard system that is primarily academic course areas and content.

Blackboard Community: This is the part of the Blackboard system that encompasses any non-academic area or content, such as student clubs or college committee workspaces.

Within this document LLCC Blackboard user groups are defined as:

- **AIeL**: Staff in the Academic Innovation and eLearning department.
- **IT**: Staff in the Information Technology department.
- **Faculty**: Faculty members (Full-time and Adjunct) who teach online courses, hybrid courses, or use Blackboard to supplement face-to-face courses.
- **Staff**: LLCC Staff members who support Blackboard Learn and Community functions and users.
- **Library**: Library staff who support the library services of the college as well as housed within or linked within the Blackboard Learning Management system.
• **Students:** Students who have classes and organizations using the Blackboard course management system.

• **Guest:** A member of the public who can access limited, curated, content and information in Blackboard designed for public access.

**Blackboard System - Guidelines and Procedures**

**SYSTEM WIDE MAINTENANCE, BACKUP, AND RECOVERY**

• The Blackboard system is maintained in a cloud-based environment by Blackboard Inc., and as such Blackboard Inc. maintains a system-wide backup and recovery process. This backup and recovery process is for catastrophic system failure only, not for recovery of an individual course.

• IT will maintain the Colleague/WebAdvisor functions of the Blackboard integration programming in conjunction with AIeL department staff. This programming generates the data used for direct integration of the Colleague/WebAdvisor system within Blackboard for course and user creation as well as up-to-date enrollment records.

• User, course, and enrollment data is updated every 30 minutes (24/7). If a student is dropped from or added to a course, the maximum amount of time it will take to reflect in Blackboard will be 30 minutes.

• Routine maintenance on the LLCC Blackboard system will be conducted as needed and will, in most cases, not cause interruption to Blackboard access. When possible, routine maintenance will occur when the least number of users will be affected.

• If the maintenance to the Blackboard system (routine or emergency) will affect user access, the college community will be informed of any interruptions with as much notice as possible.

• Changes to the Blackboard system and services will be communicated to the college community by the AIeL department.
BLACKBOARD USER ACCOUNTS - GENERATION AND MAINTENANCE

- AIEl will maintain current Blackboard user names for all active Blackboard users.

- Blackboard user accounts and course enrollments will be automatically generated based on college enrollment and/or employment data as recorded in Colleague/WebAdvisor.

- Blackboard user accounts will be assigned to an LLCC email addresses only and will not be editable.

- Blackboard user accounts must be activated through WebAdvisor prior to accessing Blackboard.

- LLCC network usernames and passwords will be used to access Blackboard.

- Student level (SL) accounts are available within each Blackboard course section or organization. Training on the use of this tool is available through the AIEl department.

SUPPORT SOFTWARE AND SERVICES

The college currently provides the following technologies in support of Blackboard. For access to and training for these technologies, contact the AIEl department.

- **YouTube**: Course supported videos are to be stored on the college’s YouTube channel located at [www.youtube.com/user/llceedu](http://www.youtube.com/user/llceedu) or on an instructor managed YouTube channel.

- **OneDrive**: IT also provides cloud-based storage through Office 365/OneDrive that may be used to store large files for use in Blackboard.

- **SafeAssign**: Plagiarism detection service within Blackboard.

- **SoftChalk**: Content creation software used to create interactive web lessons that work with Blackboard.

- **Qwickly**: Course management program used to make repetitive course tasks quicker and easier.

- **AEFIS**: (Assessment, Evaluation, Feedback and Intervention System) is a web-based assessment management platform integrated with Blackboard that facilitates the collection and application of real-time assessment data.
• **Brainfuse HelpNow**: Live online tutoring services. *Brainfuse is licensed and managed by the Center for Academic Success (CAS). For training and support for this tool please contact the CAS dept.*

• **Library**: LLCC digital library services are accessible within the Blackboard system. *LLCC digital library services are managed and supported by the LLCC Library staff and faculty librarians.*

*Additional support software may be requested - with a needs assessment provided by AieL staff on an as-needed basis.*

**VENDOR SYSTEM AND TOOL INTEGRATIONS**

Any LLCC staff member or group planning on implementing a new vendor system or tool into the Blackboard system, are required to contact the AieL department **prior** to licensing and/or adoption and must participate in and adhere to all testing processes required by the AieL department, in order to ensure the safety and security of the LLCC Blackboard system and its users.

- The LLCC staff member or group is required to inform the AieL office of the implementation plan at least one semester prior to planned integration within the Blackboard system.

- The system or tool integration will be installed in the LLCC Blackboard test environment for the timeframe of one full academic semester for testing and security purposes.

- Requesting LLCC staff or group will be required to fully participate in the testing processes of the tool or integration.

- The system or tool integration will be installed in the live LLCC Blackboard environment during either the winter break, or between the spring and summer semester.

- Any existing tools or integrations will not be turned off or removed unless they have been discontinued or are no longer supported by their publishing company or are no longer licensed by the college.

**COPYRIGHT & FAIR USE**

Compliance with copyright and fair use regulations are the responsibility of the Blackboard course and/or organization developer. Additional information and instructions on copyright and fair use regulations and compliance may be found on the LLCC Library web page at [http://library.llcc.edu/copyright](http://library.llcc.edu/copyright).
SECTION 508 COMPLIANCE

Blackboard software itself is compliant with Section 508 standards of accessibility, but content uploaded, linked, and/or developed to be delivered through Blackboard may not be compliant. Information on Section 508 Standards can be found at:

- [http://www.section508.gov](http://www.section508.gov)

Additional information and instructions on Section 508 compliance may be received from the Accessibility Services Office in the Center for Academic Success.

FACULTY AND STAFF TRAINING AND SUPPORT

AIEl will oversee, develop, and deliver Blackboard system training and support for LLCC Faculty.

- AIEl will be responsible for faculty and staff training on Blackboard through scheduled hands-on workshops on a continuing basis.

- Individual faculty training and support services are available by appointment, walk-in, phone, or email through the AIEl department. For face-to-face support needs, an appointment is preferred.

- Web-based resources and on-demand tutorials are available in the LLCC Blackboard Support Center at [http://www.llcc.edu/bbsupport](http://www.llcc.edu/bbsupport).

STUDENT SUPPORT AND TUTORIAL MATERIALS

Technical support for students using Blackboard will be overseen by the AIEl department in conjunction with the IT service desk.

- Student support is provided in the form of email, phone, and one-on-one instruction by walk-in or appointment.

- The Blackboard Student Support desk is located in the lower level of the Library in Sangamon Hall.

- Web-based student support materials and on-demand tutorials are available for students in the LLCC Blackboard Support Center at [http://www.llcc.edu/bbsupport](http://www.llcc.edu/bbsupport).
• Student support for course content that is created and managed by a textbook publisher will be provided by the course instructor in conjunction with the technical support contact for the textbook publisher.

Blackboard Learn - Guidelines and Procedures

BLACKBOARD COURSE SHELL - GENERATION AND MAINTENANCE

• Course shells will be automatically generated based on active Colleague course listings.

• Course shell generation will be managed by the AIeL department and newly created course shells will be available 30 minutes after the course has been created and/or activated in Colleague/WebAdvisor.

• Any course cancellations made in Colleague/WebAdvisor will remove the corresponding Blackboard section within 30 minutes of the course cancellation. If any course development work has been conducted within the Blackboard course shell, faculty members are strongly encouraged to create a backup/archive of the course before the cancellation is processed within Colleague/WebAdvisor.

• Blackboard course development shells will be created on an as-needed basis.
  o Course development shells provide faculty a place to develop and store their course prior to course offering. Students do not have access to the material in the development shell.
  o Course development shells will be provided one per course title taught by an instructor. Requests for development shells are to be sent in writing to the AIeL department.

COURSE MAINTENANCE, BACKUP AND RECOVERY

• Basic changes and maintenance to the properties and settings of individual course sections are the responsibility of the faculty member.
  o Course availability is by default unavailable to students, this setting must be changed to available before students can access the course section.
  o Courses will automatically be set to unavailable for students one week after semester grades are due.
• All Blackboard sections no longer in production will remain available for instructor reference, for no longer than 365 days past assigned semester’s end date.

• Faculty members are responsible for archiving and maintaining backups of their individual course materials and Blackboard sections.
  
  o In the event that a single course needs to be restored, the faculty member will be responsible for providing the most recent archived copy of the course to the AieL department for upload into the Blackboard system.

  o It is recommended that each active course in Blackboard be archived/backed up at least once a week and stored in a secure location outside of Blackboard.

• It is recommended that Blackboard grade books are exported and saved as a separate file prior to archiving the course.

• Training on course maintenance, backup and recovery will be provided by the AieL department and on-demand instructions and tutorials may be found online in the LLCC Blackboard Support Center at http://www.llcc.edu/bbsupport.

STUDENT INCOMPLETE GRADES AND COURSEWORK

• If a student has been given an incomplete grade, it is the responsibility of the instructor to contact the AieL department to make arrangements to allow the student to continue their course work within the Blackboard system.

PUBLISHER COURSE CONTENT AND TOOL INTEGRATION

Faculty members planning on developing Blackboard course sections by utilizing publisher course content, in part or whole, are required to contact the AieL office prior to the content adoption.

Any faculty or staff members planning on implementing a new publisher tool or publisher sponsored integration into their Blackboard course section(s), are required to contact the AieL department prior adoption and must participate in and adhere to all testing processes required by the AieL department, in order to ensure the safety and security of the LLCC Blackboard system and its users.

• The faculty/staff member is required to inform the AieL office of this request at least one semester ahead of when the tool or integration will be used in a live course or within the Blackboard system.
The tool or integration will be installed in the LLCC Blackboard test environment for the timeframe of one full, 16 week, academic semester for testing and security purposes.

Requesting faculty/staff will be required to fully participate in the testing processes of the tool or integration.

The tool or integration will be installed in the live LLCC Blackboard environment during either the winter break, or between the spring and summer semester.

Any existing tools or integrations will not be turned off or removed unless they have been discontinued or are no longer supported by their publishing company, or are no longer licensed by the college.

Blackboard Community - Guidelines and Procedures

BLACKBOARD ORGANIZATIONS AND MODULES - REQUESTING CONTENT SPACE

- A Blackboard organization is a course-like space created for posting content and allowing for interaction between members.

- A Blackboard module is an informational content box that can be found on any of the navigation screens outside of a course or organization.

- The requestor must fill out a request form that can be found at https://goo.gl/forms/FEPNku9a3YCwLW6A2

- A meeting will then be scheduled with AIeL staff to complete a needs assessment as well as to provide training as needed.

BLACKBOARD ORGANIZATIONS AND MODULES - GENERATION AND MAINTENANCE

- Organization shells or content modules will be manually generated based on results of the needs assessment meeting.

- Organization enrollments will be managed by the organization leader and based on settings established in the needs assessment.

- Module content will be created and maintained by the requestor.
• Any organization cancellations will remove the corresponding Blackboard section after written notification has been sent to the AIeL dept.

ORGANIZATION MAINTENANCE, BACKUP AND RECOVERY

• Basic changes and maintenance to the properties and settings of individual organization sections are the responsibility of the organization leader.

• Organization availability is by default unavailable to users, this setting must be changed to available before users can access the organization section.

• Organization Leaders are responsible for archiving and maintaining backups of their individual course materials and Blackboard sections.
  
  o In the event that a single organization needs to be restored, the leader will be responsible for providing the most recent archived copy of the organization to the AIeL department for upload into the Blackboard system.

  o It is recommended that each active organization in Blackboard be archived/ backed up at regular intervals, as needed, and stored in a secure location outside of Blackboard.

• Training on organization maintenance, backup, and recovery will be provided by the AIeL department, as needed.