

KCTCS eLEARNING FAQ's

1. FACULTY – Why can't I turn on the digital drop box
 - a. KCTCS does not have the digital drop box turned on. Instead we use the assignment tool. This tool allows users to submit assignments just as the digital drop box does but adds a column to the gradebook for the assignment.
 - b. If students need to upload personal documents this can be accomplished through the eContent area of Blackboard. Students (or faculty) upload files to this area then they can give permission to specific people to view the documents.
 - c.
2. FACULTY - Why doesn't the running total grade of my gradebook doesn't match the running weighted total grade.

this is due to weighting. The running total is not the same thing as the running weighted total. Here are the first student's scores

$$9/24 = .375 * 10\% = .0375$$

(9 of 24 points = .375 x 10% of the overall grade = .0375)

$$13/15 = .8667 * 10\% = .08667$$
$$11/15 = .7333 * 10\% = .07333$$
$$25/25 = 1 * 2.5\% = .025$$
$$50/50 = 1 * 5\% = .05$$
$$10/10 = 1 * 10\% = .1$$

Running total: $118/139 = 84.89$ (student received 118 out of 139 possible points giving the student an 84.89% in the class if all items were weighted equally.)

Running weighted total: $.3726/.475 = 78.4$ (so far in the course a possible 47.5% of the course work is available. The student has 37.26% of the possible 47.5% therefore his overall currently in the course with the appropriate weighting is 78.4%.)
3. FACULTY - How do I delete adaptive release from an item in my course?

To remove the adaptive release:

Click "modify" to the right of the item
Then go into "adaptive release: advanced"
Click the box in front of the adaptive release rule
Click the remove button at the top of the page
4. FACULTY - How can students check their browser for Blackboard?
 - a. JavaScript "Browser Checkers" that will display if browser settings are correct or not. A great example is from the University of Wellington:
<http://blackboard.vuw.ac.nz/vuw/reqcheck/index.html>
5. FACULTY - Why am I'm getting a course quota exceeded email?
 - a. Course and Organization sites are limited to 200 MB in total size. A warning e-mail will be sent to the instructor/manager automatically by the software when the site size exceeds 185MB. Individual file uploads are restricted to a size of 10MB
 - b. Site sizes will be periodically monitored by the System Administrator (and communication with an instructor pursued where appropriate) as an extra preventive measure.
 - c. If a quota limit is reached, the instructor will be first asked to "clean up" the site's contents (e.g. perform image compression, delete unnecessary files, etc.). If this is done and the quota limit is still being reached, the Blackboard System Administrator may then consider raising the quota limit.
 - d. Request for additional quota involves:
 - i. evaluate if faculty and student need to be advised of more efficient, spacing saving practices
 - ii. determine if additional storage is justified based on class requirements suggest instructors show students to use their My Content area (or put a

how to up and email students) and just link to things instead of putting them in the course.

6. FACULTY - Why have my courses disappeared?
 - a. This may happen when new Peoplesoft files are run into the system. They will return in a few minutes.
 - i. This process happens early morning. Please report other times.
7. FACULTY - Why are my tests locking up on students?
 - a. If using All-At-Once for questions, use smaller pools. (1-50 questions)
 - b. If using All-At-Once try to make the test shorter so not to exceed 1 hour. Going longer can cause the session to timeout since they do not have to hit the save button.
 - c. If using All-At-Once push for students to hit the save button regularly. This keeps connection with the session so it does not timeout.
 - d. Try to use One-At-A-Time. This forces to use save button and keeps session live.
 - e. Try not to use Force Completion as it will not allow a student to resume their test if they get booted off the system. The instructor will have to reset the test and they lose all work done previously.
 - f. Try to use One-At-A-Time with Prohibit Backtracking and don't use force completion. This will force the student to continuously hit save which enforces the sessions to continue, also if they happen to get booted off or lose internet connection, they can resume from where they left off and with the Prohibit Backtracking they can not go back and change their answers.
 - g. If you want to Export a test that uses a pool and Import it into another course, you will need to export the pool also.
 - h. Tell your students to shut down all other programs when getting ready to take a test. This leaves all open resources on the system to handle the test.
 - i. Tell your students to not click outside of the testing window, as this can cause some browsers to lock up.
 - j. Tell your students to not click the Back button in the browser.
 - k. Tell your students to NOT try to print the test as this can also lock the test up.
 - l. If the assessments aren't completely loading and they are using Internet Explorer it could be the Security Update for Windows XP KB912812 that is causing the problem. They can check to see if this is installed through Add/Remove Programs and select the checkbox to show Updates. If they find this to be the case, they can either remove the security update or try a browser other than IE, such as Firefox or Netscape.
8. FACULTY - When creating a test from a pool, point values aren't being set.
 - a. This is a known issue and should be corrected in a future version. In the meantime:
 - i. you can use the random block to bring questions from the pool to the quiz. With the random block you can assign point values
 - ii. Go ahead and pull the questions over as you've been doing. Then you are going to export the test (not the pool). When you export it you'll get a zip file.

Since any individual test can be exported and imported - you can manipulate the text of the export file to update all the point values.

An exported test will have a file res00002.dat (may be res00001.dat) that is the XML representation of all the questions and answers in the test. Open this up with Notepad. Then do a find and replace.

The point values for each question will be isolated by tags. A simple text replace can update all the point values.

The tags for a 10 point question look like this...

```
<qmd_absolutescore_max>10.0</qmd_absolutescore_max>
```

Search for this (change the 10.0 to what ever point value your test has on it to find it). Then change it to what you want it to be in the replace.

Zip all these files back up (don't zip including the folder they were originally in, just select the files and zip them back up).

Import the test to the test area, your point values should be corrected.

9. FACULTY - How do I upload tests I've created in Word?
 - a. This allows you to create tests in Word and then get them formatted by running this script for Blackboard. <http://www.byui.edu/onlinelearning/testgen/index.htm>
10. FACULTY - How do I prevent a student from copying & pasting or printing a test?
 - a. This can be done by adding a script to your test instructions. For step by step instructions go to <http://www.kctcs.edu/prodev/eSupport/noprint.html>.
11. FACULTY – How do I create a random test from a pool?
 - a) From Control Panel, click *Test Manager*
 - b) Click *Add Test*
 - c) Assign a name to the test and type in the test description and the test directions. Then click *OK* at the bottom of the page.
 - d) Since you are not creating new questions but pulling questions from an existing question pool(s), in the *Add Question* field, choose *Random Block* and then click *Go*.

(NOTE: Choosing *From a Question Pool or Assessment* won't pick random questions but will only allow you to select exactly which questions from any of the previous tests or pools to put on your new test. This is why we do not choose the "From a Question Pool or Assessment" option.)
 - e) Click the question pool(s) for which you wish to choose questions.
 - f) Choose the types of questions you wish to select from the question pool(s).
 - g) Type in the number of questions you wish to have on your new test.
 - h) Type in the point value for each of the questions on the test that are being taken from the question pool(s).
 - i) Click the *Import* button.
 - j) You now see a summary of your selections. If this summary includes all of the questions you wish to put on your test, click *OK*. If you want to add more questions, repeat beginning with Step 4 above.

One confusing issue is that the page seems to indicate that you have only Question 1, and your conclusion is that the student will see only 1 question. In reality, when you give the test, they will see the number of questions from the pool you indicated on the screen in Step 7 and each question will be worth the number of points you selected in Step 8.

You have now created a test that chooses questions from a question pool(s) in a random order. Making the test available is exactly the same for a test created from a pool as for a test created as a stand-alone test.

12. FACULTY – Why can't I login to Blackboard, when I can login to email?
 - If you have recently changed your password, it can take up to 30 minutes to take affect. Please try again. If it continues, send an email to elarningsupport@kctcs.edu
13. STUDENT - How do I get my login information for Blackboard?

Answer: Blackboard log in is the same username and password used to access KCTCS email and PeopleSoft. If you know your KCTCS Student ID and do not have an account, you will find account creation instructions at the following website: <http://www.kctcs.edu/distancelearning/orientation6.htm>
14. FACULTY - How do I get a student account created for my Blackboard course so I can see my course as a student?

Answer: Send a request to elarningsupport@kctcs.edu to have a student account created and associated with your courses.
15. FACULTY - Do I need a student account for my course?
 - If you want to run through your course as a student, submit assignments, take tests and verify grading in the gradebook, then yes, you'll need a student account to perform these actions.
16. STUDENT - How do I get my username and password?

Answer: Blackboard log in is the same username and password used to access KCTCS email and PeopleSoft. If you know your KCTCS Student ID and do not have an account, you will find account creation instructions at the following website: <http://www.kctcs.edu/distancelearning/orientation6.htm>
17. FACULTY - When I login, my courses that I am teaching for the semester aren't there, can you check on those?

Answer: First check with your Peoplesoft person to make sure you have the correct mode on your section. Second, make sure you are listed as the instructor for the course. If both are yes, then email elarningsupport@kctcs.edu to request it be associated with your account in Blackboard.
18. FACULTY - Where do I get a course cartridge key for Blackboard?

Answer: Contact the publisher or check their website to see if there is a key for your textbook. If you use a course cartridge, there may be an additional charge to students to access the course.
19. FACULTY - How do I find out about course cartridges for Blackboard?

Answer: There are 3 ways. The first way is from within your course. In the control panel click on Import Course Cartridge, then click the link to visit the Course Cartridge Catalog. The second way is to go to <http://www.blackboard.com/extend/ccart/>. The third way is to check with the publisher (or their web site).
20. FACULTY - How do I load a course cartridge in my course?

Answer: 2 ways: 1. Click on the control panel inside your course, click Import Course Cartridge and enter your cartridge key code.
2. The publisher may provide a Bb zip file instead of the key. In these cases, they would click import package and upload the publisher cartridge.
21. FACULTY - How do I submit my textbook adoption form for my online classes?

Check the Faculty Services tab at the Barnes and Noble Bookstore link here: <http://ashlandctc.bkstore.com/default.asp?s=580364337979|066&m=0801>. Textbook adoption forms should be sent directly to the Delivering Colleges' bookstore.
22. FACULTY - I would like additional Blackboard training, who should I contact?
 - Check with your campus mentor about campus trainings: <http://www.kctcs.edu/prodev/eSupport/ementors.html>

23. FACULTY - I want to teach online. How do I proceed?
 First, seek approval through Division Chair and/or Academic Dean, then schedule training. Be certain to schedule courses with the appropriate PeopleSoft Instruction Mode. Instructions and support documents for teaching online are posted at the KCTCS Website under professional development: <http://www.kctcs.edu/prodev/eSupport/howtomode.html>
24. FACULTY - I want to web enhance my class. How do I proceed?
 First, seek approval through Division Chair and/or Academic Dean, then schedule training. Be certain to schedule courses with the appropriate PeopleSoft Instruction Mode. Instructions and support documents for teaching online are posted at the KCTCS Website under professional development: <http://www.kctcs.edu/prodev/eSupport/howtomode.html>
25. FACULTY - How do I upload PowerPoint so that they don't take so long for students to download?

There are several methods for uploading a PowerPoint presentation to Blackboard. You must decide which method is best depending on the needs of you and your students. Use the chart below to weigh the benefits and negative aspects of each method.

- Method 1: Uploading the PowerPoint presentation file
- Method 2: Converting the PowerPoint presentation to HTML and uploading the presentation in HTML format (web-based tutorial)
- Method 3: Converting the PowerPoint to Outline Format then converting the outline to HTML format and uploading the HTML outline
- Method 4: Make a powerpoint show

BENEFITS

Method 1	Method 2	Method 3
Easiest method of the three methods	If students don't have PowerPoint installed on their computer, they won't have to download anything.	Short download time
Students can see the whole presentation as you would normally show the presentation.	Works in most web browsers.	Works in all web browsers
If students have PowerPoint installed on their computer, they can easily print the presentation.	Students can quickly download each slide of the presentation. However, each slide must be downloaded one slide at a time as the student navigates through the slides.	Students can easily print the slides
Works in most web browsers (if students have PowerPoint or PowerPoint viewer installed on their computer)		

DOWNFALLS

Depending on the size of your presentation it can take a long time for your students to download to their computer	Cumbersome process	Cumbersome process
If students do not have PowerPoint installed on their computer, they will need to download the PowerPoint viewer from the OTS website.	Students can only print one slide at a time.	Cannot be printed from Netscape Navigator
	Depending on the user's screen size, the user may have to scroll to see the each PowerPoint slide.	Only the outline is visible. Graphics will not be shown.

Another alternative, which is becoming more popular, is to use a tool that will convert your PowerPoint to a Flash presentation. Most web browsers are shipped with Flash installed so most of your students will not need to download anything to see your presentation. Below is a list of some popular tools available for purchase that can be used to convert PowerPoint presentations to Flash:

Pointecast Publisher (<http://www.pointecast.com>)

Swish Presenter (<http://www.swishzone.com>)

Powerconverter (<http://www.presentationpro.com>)

Method 4: First - make sure they save the PowerPoint as a Presentation (.ppt file) so they have the original file if they need to make changes to the original.

Make a PowerPoint Show

With the PowerPoint file they want to save as a show open.

- Go to File > Save As
- From Format, Select PowerPoint Show
 - Before saving the file:
 - Click 'Options'
 - Advance resolution settings, select 72
 - Size Width: 480 Height 360
 - Make sure 'compress graphics' is checked.
 - Image Quality should be set to 'Medium' or 'Low'
 - Click 'OK'

Now....

- Save the file

It will be a copy of the PowerPoint Presentation as a show. Students will not have the ability to edit this file or see the slide view of the show/notes. If they need these notes for the presentation they can save these as a document or print them to use during the presentation.

(Note: these Instructions vary slightly with what version of PowerPoint you are using).

26. FACULTY OR STUDENT - Is Blackboard ADA accessible?

Blackboard itself does have some accessibility features built in for those users with disabilities. For more information, go to <http://www.blackboard.com/company/accessfaqs.htm>.

However, although Blackboard itself has some accessibility features, you could create content that is not accessible to users with disabilities. Below are some tips for ensuring your content is accessible:

Basic guidelines:

- Images: use the alternate text feature to describe each image after uploading.
- Multimedia: provide transcripts for all audio and descriptions for all video.
- Hypertext links: use text that makes sense when read out of context. Avoid *Click here* or *link to file*.
- Page organization: use folders and document titles appropriately. Organize materials in a consistent manner.

Useful Links:

- Information regarding Blackboard accessibility, as well as tips for making sure your course is accessible can be found on the Blackboard site (http://library.blackboard.com/docs/r6/6_1/instructor/bbbs_r6_1_instructor/accessibility_tips.htm)
- Guidelines from the W3C (<http://www.w3.org/TR/WCAG10-HTML-TECHS/>)
- University of Maryland Accessibility in Distance Education (<http://www.umuc.edu/ade/>)
- Accessibility Verifiers (<http://kpope.com/verify/index.php>)

27. FACULTY - How do I add ALT tags?

- There are some places in Blackboard where an Alternate Text (or Alt Text) field is available in which you can type text describing the multimedia. For multimedia where this field is not available:

In the editor, click the <html> button to view the HTML source code.

- For images, find the IMG tag and type *ALT="yourtext"* in the tag. Example:

- For MPEG/AVI content, find the EMBED tag and type *ALT="yourtext"* in the tag. Example:

<EMBED SRC="video.avi" *ALT="Animation of a beating heart"*></EMBED>

- For Quicktime content, find the EMBED tag and type *ALT="yourtext"* in the tag. Example:

<EMBED SRC="video.mov" TYPE=video/quicktime *ALT="Animation of a beating heart"*></EMBED>

For Audio content, find the EMBED tag and type *ALT="yourtext"* in the tag. Example:

<EMBED SRC="audio.wav" type=audio/x-wav *ALT="Sound of a beating heart"*></EMBED>

28. FACULTY - What do I do if a student cannot access my class because of a disability?
First, the student must officially declare the disability with the Home College Disability Coordinator using procedures established at that college. Next, the faculty should talk with the Disability Coordinator at the Delivering College. The Disability Coordinators at both the Delivering College and the Home College should work together to support the faculty and the student.
29. FACULTY OR STUDENT - When I use my bookmark for elearning.kctcs.edu I get a message about "Browser Cookies Disabled". How do I get around this?
 - You need to edit the bookmark
 - i. Click on the Favorite Menu in the tool bar.
 - ii. Right click the favorite for elearning.kctcs.edu
 - iii. Go down to properties
 - iv. In the URL field, remove everything after elearning.kctcs.edu/
30. STUDENT - What is the difference between my Peoplesoft ID and username?
 - The peoplesoft ID is a unique number that is assigned to every student at KCTCS. This number is also known as the student ID and starts with 00.
 - The peoplesoft username is first initial of first name plus last name plus 4 digits like jsmith0001.
31. STUDENT - How do I get my Peoplesoft ID?
 - You are sent this info when you are first put into the KCTCS system. You may contact the college PS contact for this info.
<http://unity.kctcs.edu/docushare/dsweb/Get/Document-185153/PS%20UserID%20Contacts2.xls>