CCBC Documentation on Accessing WebCT/Blackboard CE6
Updated: May 21, 2007

This is a preliminary introduction to WebCT/Blackboard CE6. Updates will be provided as we approach going live for the Summer 2007 semester.

Step 1: Accessing the WebCT/BB Production Server

The URL for the production server is http://webctbb.ccbcmd.edu. Currently you need to include the port number in the address. The URL will take you to the institution entry page which currently looks like that in Figure 1. Note the reference to Blackboard. Blackboard and WebCT have merged. What was formerly WebCT CE6 is called Blackboard Learning System, CE Enterprise License.

Step 2: Checking Your Browser

Click the log in button. You will be taken to the log in page.

NOTE: Before logging in, confirm that your system and browser are configured properly for CE6 (Figure 2). Use the Check Browser tool to confirm that your browser and system are CE6 compliant (Figure 2). If a red X appears next to any of the required elements (Figure 3), you should follow the instructions on the screen to correct the problem. The most common error message will be that the version of Java running on your computer is not CE6 compatible.
Browser Check

Before logging in, it is highly recommended that you perform a browser check to see if your computer is properly configured to use the Blackboard Learning System.

Pop-up Blockers

The Blackboard Learning System sometimes uses small browser windows to deliver requested content. Some pop-up blockers incorrectly interpret these small windows as pop-ups and block them. If you have installed a pop-up blocker, turn it off while using the Learning System.

Java Security Certificate

After logging in to the Blackboard Learning System, you will be prompted to accept a Java Security Certificate. You must click Yes or Always to ensure that Learning System functionality using Java will work properly in your browser.

Figure 2

Figure 3
Step 3: Making Your Computer System CE6 Compliant

If you have permission to install software on your computer, instructions for downloading Java and CE6 compatible browsers are provided on the Check Browser screen.

NOTE: Our current version of CE6 is Application Pack 1 Service Pack 1. If you have to update your browser, be sure that you download and install a browser compatible with Application Pack 1 Service Pack 1.

NOTE:

- More than likely, you will not have permission to install software on your college computer. Therefore, you should contact the technical support person on your campus to install any software necessary to make your system CE6 compliant.

- Be sure to disable all pop-up blockers that might be enabled on your computer. CE6 will warn you if they are enabled.

- The most recent release of Sun’s Java (1.6 or version 6) is not yet supported by CE6. If you need to update your Java, use the Plug-in link at Blackboard’s Browser Tune-up page to download the supported version of Java.

- It is recommended that you DISABLE automatic updates for your browser and Java since new versions of your browser and Java will more than likely not have been tested with CE6 and therefore may not be supported.

Step 4: Logging in to CE6

Enter your user name and password on the login page. Your user name for the CE6 production server should be the same as that used for the current WebCT server. Your password will be your CCBC ID (starting with a 9).

NOTE:

- A new feature of CE6 is that all teaching faculty will automatically be assigned a CE6 account. This includes faculty teaching both traditional and non-traditional courses. Students will also automatically be assigned a CE6 user account. See the next bulleted item for instructions on how to access account information.

- If you do not know your CE6 account information, you can access it in Simon. Log in to Simon and click the Student Email and Unix Account Information link on the main menu. Clicking the View button will display your old WebCT and current CE6 user name.

- If you have any problems logging in, you should contact Donald Stitz at 410.455.4513 or dstitz@ccbcmd.edu.
Step 5: Changing Your Password

Upon logging in you will be immediately prompted to change your password. Follow the prompts to change your password and create a secret question (Figure 4).

NOTE: Changing your password in CE6 WILL NOT change your Banner password. Changing your Banner password WILL NOT change your CE6 password.

After changing your password click on the My Settings page and confirm that an email address is included in your profile. If there is no email address, you will not have access to the “Forget Your Password” tool. You can use the Edit Profile tab to edit your email in the system.

Step 6: Assessing Your My WebCT/BB Page

CHECK: Since all credit and non-credit courses will have a CE6 component, every faculty member will see a CE6 course shell for each course he or she is assigned to teach. Check your My WebCT/BB page and confirm the existence of a shell for every course you are scheduled to teach in Banner. Currently all 2007 credit and 2008 non-credit courses have been loaded into CE6.

NOTE:

- The sooner an instructor is assigned to a section in Banner, the sooner the instructor will have access to a course shell in CE6. Changes in Banner should be updated in CE6 within an hour.

- Students will also see a course shell listed on their My WebCT page, even if the course shell is not used by the course instructor.
CHECK: Faculty who have participated in CE6 training and have had courses migrated to the CE6 training server should see your migrated course listed on your My WebCT/BB page (Figure 5). Courses migrated from the test CE6 server can be identified by The CE6 Test System Migrated Course prefix.

![Figure 5](image)

NOTE:

- If you had a course migrated to the CE6 test/training server and it does not appear on your My WebCT/BB page, contact Don Stitz.

- Courses not previously migrated from the CE4 server will be migrated by the course instructor. It is no longer necessary to submit a course migration form to have a course migrated to the production server.

Step 7: Merging Students from Multiple Sections of the Same Course

Instructors who teach multiple sections of the same course or courses that are cross-listed in Banner can request that students registered for those sections be merged into a single section.

NOTE:

- **SECTIONS MUST BE MERGED PRIOR TO PROVIDING STUDENTS ACCESS TO A SECTION.** Student work will be lost if students submit work to a section prior to its being merged. Therefore requests for merging sections must be submitted PRIOR TO the beginning of a semester.
To request that students registered for multiple sections or Banner cross-listed sections be merged, highlight the section information for the sections you want merged into a single section (Figure 6). Paste the copied information into an e-mail. In the subject field enter **Merge Title of Course Sections** and send the email to Don Stitz (dstitz@cbcmd.edu). For example, if you want to merge three sections of ENGL 101, you would enter in the subject field **Merge ENGL 101 Sections**.

Sections should not be merged if one or more students are registered for two or more of the sections you want merged.

Submit a separate email for each course for which you are requesting sections be merged. This will prevent confusion.

You can merge more than two sections. In Figure 7, three sections of ERSC 101 will be merged.

After sections are merged a NEW section will be created on the instructor's My WebCT/BB page. Students from all the merged sections will be imported into the new section.
• The new section will have the title of the section listed **FIRST** in the e-mail submitted. In Figure 8, sections A, B and C were merged and a new section created. This newly created section is a NEW section, but on the instructor’s My WebCT/BB page will retain the title of one of the sections being merged.
• Although the instructor can select which section title they want to appear on their My WebCT/BB page by listing it first in the email request, registered students will see on their My WebCT/BB page the section for which they are registered. In Figure 9, the student Ron Nabors sees Section C.

Figure 9

• When the student logs in, he will see that he is a member of a merged section (Figure 10).

Figure 10
Step 8: Adding Content to a Course Shell

Each semester, a faculty member will have to add content to a course shell created by the Banner integration tool or by sections created by the merging of sections. Clicking on a course shell gives the instructor 3 options for adding content (Figures 11 and 12).

WARNING: Once an option is selected and the process of importing content is initiated, it is irreversible. Read all of the options carefully before selecting one.
STEP 9: Copying Content From Another Course

Most frequently, an instructor will copy content from a previously existing section of the course (Figure 12). In Figure 13, the instructor has 4 sections with content in them. The instructor can import content from any of the listed sections.

![Figure 13](image)

**NOTE:** Sections listed on your My WebCT/BB page listed as CE6 Test System Migrated Courses are courses migrated from the CE6 training server.

In this scenario, content from a migrated version of Earth Science (CE6 Test System Migrated Courses - ERSC101 - Earth Science (Migrated)) will be copied into the Fall, 2007 course shell (Figure 14).

![Figure 14](image)
Step 10: Migrating Content From CE4

Selecting the option to Import Content from a File will give instructors the option to import content from a CE4 section into a CE6 course shell. The scenario illustrated in Figures 15 – 25 illustrate an example where CE4 course content is packaged, downloaded as a zip file and uploaded into a course shell in CE6. The course shell is ERSC999 Section WC1.

First, you have to prepare your CE4 course for packaging. You want to remove any unnecessary files from your CE4 course so that the zipped course file will be as small as possible.

**Step A:** Log in to your current My WebCT/BB page and identify the course you want to package. You can package any course for which you are an instructor.

**Step B:** Back up the course before preparing it for migration.

**Step C:** Clean up the course. The clean up process is described below.

**NOTE:** Cleaning up a course means removing files that ARE NOT A PART OF YOUR COURSE CONTENT, e.g. zipped files. Obviously you do not want to remove course content.

<table>
<thead>
<tr>
<th>Course Area</th>
<th>To Do Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat tool</td>
<td>Clear all Chat logs (Chat logs do not migrate to CE 6.0). This will decrease the file size of your course and decrease the time it takes to export it from CE 4.1 (MP) and import it to CE 6.0. To delete chat logs:</td>
</tr>
<tr>
<td></td>
<td>1. Log in to the course</td>
</tr>
<tr>
<td></td>
<td>2. Click on Control Panel</td>
</tr>
<tr>
<td></td>
<td>3. Click on Manage Files</td>
</tr>
<tr>
<td></td>
<td>4. Scroll to the chat directory. In the chat directory you will find files called Room1.txt, Room2.txt, Room3.txt and Room4.txt. Those files are the chat logs. They will exist only if chats have been conducted in those rooms. If the file does not exist, that means that room has never been used for a chat.</td>
</tr>
<tr>
<td></td>
<td>5. Delete those files. If you want them archived, you have to move them out of the chat directory.</td>
</tr>
</tbody>
</table>
Entire course

- Delete any files or content (Content Modules, Quizzes, Surveys) that you do not want included in your migrated course. This will decrease the file size of your course and decrease the time it takes to export it from CE 4.1 (MP) and import it to CE 6.0.

**NOTE:** This recommendation may be particularly true of e-packs. E-packs frequently have large multimedia files that instructors choose not to use. Frequently the solution is to “HIDE” that content. It is better that this content be deleted.

- If you have absolute links (in files or to tools) that reference the CE 4.1 (MP) server (for example, `<a href="http://webct.ccbcmd.edu:8950/astm101c/images/image.gif">Image File</a>`) you need to update these links. These links will not work when your course is imported to the new CE 6.0 server. You should update these links AFTER the course has been migrated. You can contact Donald Stitz (dstitz@ccbcmd.edu) for information on how to update these links.

Manage Files

- Delete any files that you no longer need.

- If you uploaded content into your course using zip files, you would have unzipped the file to make the content available in your course. You should delete the original zip files since students only have access to the unzipped content.

**Exception:** In a few cases, instructors may link to zip files that they want students to download. **Do not** delete zip files that you want students to download through links in your course.

- If two or more files in a folder have the same name, do one of the following:

  1. edit the file names so that each file has a unique name
  2. move the files so that each file with the same name is in a different folder
**Step D:** After preparing the CE4 course for migration, click on Control Panel in the course you plan to package (Figure 15).

![Figure 15](image)

**Step E:** Click on Manage Course (Figure 16).

![Figure 16](image)
NOTE: The view of the Control Panel in Figure 16 may be different depending on whether you have the Control Panel set for Basic or Expanded view.

**Step F:** Select the Export Content and Export Course options (Figures 17 and 18).
The packaged course will be saved as a zip file in your course file manager. Note the file name is listed at the bottom of the screen in Figure 19.

NOTE: INSTRUCTORS CAN MIGRATE CONTENT AT ANY TIME DURING THE SEMESTER. PACKAGING YOUR COURSE FOR MIGRATION WILL NOT IMPACT YOUR ABILITY TO TEACH YOUR CURRENT SECTION. NO STUDENT WORK IS PACKAGED IN THIS PROCESS.

**Step G:** Locate the zip file in your CE4 course file manager and download it to your system.

**Step H:** Log in to the CE 6 production server and select the course shell into which you want to load content from your packaged course (Figure 20).
**Step I:** Select the option to Import Content from File (Figure 21).

![Figure 21](image1.png)

**Step J:** A window will pop up which will let you locate the packaged course. In this scenario, the zip file is located on My Computer (Figure 22). Select the zipped course file and upload it into your shell (Figure 23). The upload time required will depend on the size of your course. That is why it is so important for you to optimize your CE4 course prior to packaging it.

![Figure 22](image2.png)
After the file has been uploaded, it will be automatically unzipped (Figure 24).
Step K: Clicking the Return button (Figure 24) will display the unzipped course content (Figure 25).

NOTE: Courses migrated from CE4 require significant amounts of editing since content does not migrate perfectly. Instructors should allow enough time to update content migrated from CE4.

Step 11: Setting up a Blank Course

A final option is for an instructor to create a new course from scratch. Instructors developing their first online course or supplement will probably use this option (Figure 26). When selecting that option you will be taken to a screen which prompts you to select the tools that you want to use in your course.
Step 12: Copying Content into a Section Created After Sections Are Merged

In Figure 27 there are two sections of ASTM 101 that have been submitted for merging.

![Figure 27](image1)

After the sections have been merged, only one of the two section titles will appear on the instructors My WebCT/BB page (Figure 28).

![Figure 28](image2)
From your My WebCT/BB page, a section created by merging sections appears no different from a section imported from Banner. When you click on the section link, you see the first evidence that this section is different (Figure 29). You see the “real” title of the newly created section. It contains the names of the merged sections.

NOTE:

- The formatting for a section created by merging sections may appear different from what you see in Figure 29.

- If content was originally imported into any of the sections prior to their being merged, the content will be available for copying; however, IT WILL NOT BE AUTOMATICALLY COPIED INTO THE NEWLY CREATED SHELL (Figure 30).
Figure 31 represents the content that was copied into the new shell from the WC2 section of ASTM 101. Clicking on the Grade Book will display the merged rosters (Figure 32). Notice the column labeled Cross-listing Information.
Step 13: Editing the Course List Display

Both instructors and students can edit which sections are displayed on the Course List. To edit the display, click on the pencil icon in the upper right hand corner of the Course List (Figure 33).

A user can rearrange the order in which the sections are listed by selecting the checkbox of a section and identify its new location (Figure 34).
Using the Edit Course List screen, a user can also hide sections (Figure 35). In Figures 35 and 36, all but 3 of the sections have been hidden.
Step 14: Giving Students Access to Your Section

Students are imported into your section by the Banner integration tool as soon as they register for a course and students are imported into CE6. Until the semester begins, the default is to import students with Access Denied. In order for students to access a course, instructors must:

- Add content to their section - Until content is added to a section students will receive notification that the section is not available (Figure 37).

![Figure 37](image1)

- Provide students access to the course - Until students are given access to a section containing content, students will receive the notification that access has been denied (Figure 38).

![Figure 38](image2)
To give students access to your section:

- Click the Teach tab.
- Click on the Grade Book link under the Instructor Tools. You will notice that the students imported from Banner will have a red icon next to their name. That indicates that they have been denied access (Figure 39).

![Figure 39](image)

- Select the names of all of your students (Figure 40).

**NOTE:**

- Clicking the top checkbox selects all users on the screen. Be sure that you have set the page properties so that all of your students are being displayed on a single screen if you choose to click the checkbox at the top of column 1.
- Your demo student and the instructor names are also listed in the grade book.

- Click the Grant Access button at the bottom of the page (Figures 40). You will notice that the red icons will not longer be associated with student names (Figure 41).

**NOTE: Students adding a section AFTER the semester has started will be imported into a section HAVING ACCESS AUTOMATICALLY GRANTED.**
<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>User ID</th>
<th>Role</th>
<th>Midterm Calculated</th>
<th>Final Calculated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blake</td>
<td>Ajah</td>
<td>ahlake17</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bryant</td>
<td>Jaclyn</td>
<td>jbryan85</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burke</td>
<td>Meredith</td>
<td>mburke8</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chester</td>
<td>Corey</td>
<td>cchester1</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>Student</td>
<td>student01</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heavin</td>
<td>Lauren</td>
<td>heavin</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idi</td>
<td>Melissa</td>
<td>midzi</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(XX) - Indicates a grade that is partial or not complete
***XX*** - Indicates a grade that has been overridden

Figure 40

<table>
<thead>
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<td></td>
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<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chester</td>
<td>Corey</td>
<td>cchester1</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td>Student</td>
<td>student01</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heavin</td>
<td>Lauren</td>
<td>heavin</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idi</td>
<td>Melissa</td>
<td>midzi</td>
<td>Student</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(XX) - Indicates a grade that is partial or not complete
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Figure 41
Step 15: Frequently Asked Questions

**Question:** What should I do if my user name and password do not work (after I have checked Banner)?

**Answer:** Contact Don Stitz (dstitz@ccbcmd.edu/410.455.4513)

**Question:** What should I do if a course for which I am listed as an instructor in Banner is not listed on my My WebCT/BB page?

**Answer:**
- Confirm that you are still listed as the instructor in Banner
- Wait at least 1 hour for Banner updates to appear in CE6.
- If a course is still not listed, contact Don Stitz. (dstitz@ccbcmd.edu/410.455.4513)

**Question:** What should I do if a course I migrated to the training server does not appear on my My WebCT/BB page?

**Answer:**
- Make sure that the course you are looking for was a course that you had migrated to the CE6 Test/Training Server. Only courses that users had migrated for training purposes were migrated to the production server. Courses on CE4 (the current WebCT server) will be migrated by the instructor.
- Contact Paula Noeller (pnoeller@ccbcmd.edu/443.570.5048)

**Question:** I see course shells on my My WebCT/BB page for all of the courses I am scheduled to teach, although I don’t currently use online supplements for them.

**Answer:** Because CE6 is now integrated with Banner, we have the ability to automate a lot of processes. All credit and non-credit courses will automatically have a course shell generated, whether or not the instructor plans to use the course shell. Students also will see listed on their My WebCT/BB page a link to all courses for which they are registered, whether the instructor uses the shell or not. Students and instructors can hide sections that are not being used.

**Question:** What should I do if I want to create online materials for a course which I am not listed to teach in Banner.

**Answer:**
- Submit a Request a CCBC WebCT Online Course Request Form, located in the Distance Learning Help Center on the InnerLoop.
**Question:** Who do I contact if my system is not configured properly (wrong browser, wrong version of Java)?

**Answer:** Contact the Computing Help Center on your campus (410.455.4357). If the computer is a personal computer; and you have administrator access to it, you can access Blackboard’s Browser Tune-up Page and download the supported version of the software or plug-in you need. The Browser Tune-up Page is accessed through the Check Browser link in the upper right hand corner of the CE6 screen.

**NOTE:** The CE6 supported version of a browser, Java or another plug-in most likely will NOT be the most recent version of the software or plug-in.

**Question:** How will packaging and migrating courses in CE4 affect my current students?

**Answer:** There will be no impact on your current students. Course content only is copied and packaged. We strongly recommend, however, that prior to optimizing your course for migration that you back it up. That way if you accidentally delete something from a course, the deleted content can be restored.

**Question:** Where can I go to receive additional training or help in CE6?

**Answer:**

- If you are looking for training opportunities contact either Lynne Mason at the Catonsville campus (lmason@ccbcmd.edu / 25.4510) or Barbara Yancy at the Essex campus (byancy@ccbcmd.edu / 27.6957).
- If you need specific help with a specific CE6 issue, contact the learning support specialist on your campus.
- Instructor/Designer tutorials and additional documentation will be available in the Distance Learning Help Center on the Innerloop.

**Question:** What support will be available to students?

**Answer:**

- Student tutorials provided by WebCT/Blackboard will replace those currently available.
- Students registered for totally online summer courses will receive an orientation DVD through the mail.
- Face-to-face orientations will be available to students registered for totally online summer and fall courses.
- An orientation will be aired over Baltimore County Cable Channel 71.
- Students will be able to contact the Online Student Help Desk, linked to the Online Classes web page (http://www.ccbcmd.edu/distance/online.html).
Question: If I use WebCT to supplement a traditional course, how will this upgrade affect me during the Summer, 2007 session?

Answer: All Summer, 2007 credit and non-credit courses, online and traditional, will use CE6. CE4 will not be available for instructional purposes after the Spring, 2007. The exception is students satisfying an incomplete grade earned in a Spring, 2007 course and faculty want access to CE4 course files.

Question: Will I be able to have a guest account for my course?

Answer: All CE6 courses have a demo-student account which can be used by the instructor for testing the student view of the course. Therefore most instructors will no longer need the tradition “guest account” which was used for the same purpose in CE 4. However, if an instructor wants to give temporary access to a peer or a guest lecturer, email Don Stitz. In your email, you should provide the following information:

Subject: Guest Account

Body of the Email:

Guest Name:
CCBC ID if the guest is affiliated with CCBC:
Course Title:
CRN number:
Semester:
Dates for the guest account:

NOTE:
- Guest accounts will not carry over to subsequent semesters.
- Instructors will no longer be able to import users into a course.
- Guest account information will be emailed to the person requesting the guest account.

Question: How will MOL students and students registered through other colleges be imported into a CE6 section?

Answer: Students from another college or organization registered for a credit or non-credit section at CCBC will have to be imported manually. Students register through MOL will be handled by Joel Martin.

Instructors or program directors affiliated with other colleges or organizations and who have non-Banner students enrolled in a section should have available the following information for each student they want imported. This information should be sent to Don Stitz.

- Student Name:
- Student ID: (This will serve as the students temporary password):
- Semester or term for which the student is registered:
- Section Title and CRN: (Copied from you’re My WebCT/BB page):

NOTE: An instructor must be assigned to a section before non_Banner students can be assigned to it.
Question: Will I still have to update student enrollment in my CE6 section?

Answer: No, section enrollments will be automatically updated by the Banner integration program.