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From Our Director:

Welcome to Assumption!

The Information Technology & Media Services Department strives to provide and support the technology needs of faculty, both for the classroom and your professional work. We support academic computing, telecommunications and networking, instructional and classroom technology (including media), and administrative computing. We support PCs and Macs and provide high speed internet access, including wireless access across the campus.

As our Mission states, “The IT&MS Department is committed to providing students, faculty, and staff with network and electronic tools and services necessary to foster excellence in our academic enterprise. We serve to empower our users with reliable services and enable the exploration and pioneering use of technology.”

Broadly, our goals are to:

- Deliver timely and effective responses to your requirements through teamwork.
- Provide leadership and a framework for evaluating emerging technologies and implementing technology solutions.
- Provide faculty, students and staff with convenient access to appropriate information and services through technology.
- Work with Assumption departments to improve teaching and learning by thoroughly understanding department needs and by planning, implementing and managing the best information technology solutions available.
- Guarantee a reliable network and telecommunications infrastructure foundation on which to conduct the teaching and learning activities of the College today and into the future.
- Develop and maintain technically skilled staff which is service-oriented as well as competent in current and emerging information technology.
- Support a community that understands and can employ modern technologies to maximize student success.

Please feel free to contact me at x7095 or the Hub (HelpDesk) at x7060 at any time with your questions. We look forward to working with you!
How to Use This Guide

This QuickStart Guide is divided into several sections. Each section focuses on a specific technology or tool used by faculty. The beginning of each section is an overview. Following the overview are step-by-step directions for using the tool.

You can use this guide in a variety of ways. First, if you are already familiar with the tools discussed, you can use the guide as a reference to guide you through less familiar tools or infrequently performed tasks. If you are new to Assumption, the guide's step-by-step instructions will lead you through the more important tasks you will need to complete on a regular basis.

This guide is just a starting point. To go further, take advantage of the IT department’s regular training program. Scheduled workshops are announced on the College Portal. In addition, we have posted additional documentation and video tutorials for some of the tools discussed in this guide.

Workshop Schedule is announced through FYI’s on https://my.assumption.edu

Workshop Registration: https://res.assumption.edu/workshop/registration.php

IT web page: http://www1.assumption.edu/dept/it/default.php
Computer Equipment

Office Computers

All full-time faculty and administrators, as well as most staff, at Assumption have office computers provided and supported by the College. All these machines, as well as those in computer labs, technology classrooms, science labs and the library are critical to the efficient functioning of the College. They are also expensive resources which need to be kept up-to-date with technology evolution. Given this, a replacement cycle system was implemented in 1996 to replace some machines each year using a logical and equitable approach with whatever funding the Budget Committee and outside sources can provide. Under this system, using the College's master inventory of computer resources, the oldest machines are replaced each fiscal year. The Information Technology Department coordinates faculty, staff, and administrator computer replacements with individual departmental chairs.

All machines are kept in reasonable working order (industry standard) throughout their "life" on campus. Any machine that can no longer provide all the standard functions needed by its user(s) is immediately replaced. This process should take no more than 7 days.

Often replacement machines are not new. Some machines are rotated from high-end demand areas to desktop devices for faculty and administrators. The underlying principle is that everyone has an important need for a functioning computer, but not necessarily a new computer. All computers remain part of the computer pool of the College. They are not "owned" by the staff member or department. The College continues to try to reduce the average age of replacement.

Our computer allocation budget does not allow for a computer for any part-time positions on campus. The Information Technology Staff understands that all College employees need a computer to perform some simple, standard applications. Whenever possible, part-time employees should share computers with either full-time or other part-time employees. The Information Technology department will do its best, within its budget constraints, to supply every office with one computer.

The only computers we can allocate to offices occupied by part-time faculty are computers that have just been replaced and are still in good working condition. These computers are intended for only standard applications such as Word Processing, e-mail, limited web browsing.
and CD-Rom access. All other applications should be used at the Information Technology Center labs and the Faculty lab located in the Information Technology Center. The computers in these locations are high-end machines that provide numerous computer applications, additional peripherals, and are maintained and supported by the Information Technology staff. Everyone in the College community is welcome to use the computers at the Information Technology Center.

Contacts:

Equipment Replacement: Mimi Royston
Associate Director IT
508-767-7167
mroyston@assumption.edu

Mark Brooks
Desktop Support Manager
508-767-7447
mwbrooks@assumption.edu

Equipment Repair: IT Hub
508-767-7060
helpdesk@assumption.edu

Home System Recommendations

Assumption's e-mail and Blackboard systems are web accessible. They work on both Windows and Macintosh platforms. To use these tools, we recommend you have a computer of recent vintage running a recent version of an Internet browser. In general we find that Windows users should find Internet Explorer version 8, Firefox 3.6 (or higher), or Google Chrome to work with our systems. Macintosh users should find that Firefox 3.6 (or higher), Safari 4 or 5 or Google chrome most compatible. Specific applications may work better with specific browsers.

Support for Assumption accessed systems: IT Hub
508-767-7060
helpdesk@assumption.edu

Computer Loan Program

A loan program is available to assist faculty to purchase computers. It is limited to $1,500 per individual. It may only be used for hardware. Equipment can be purchased through the IT Department. There are limits to the amount available to be used by the College for this program. Contact the Finance Office for details.

Finance Office: 508-767-7158
Wireless Connectivity on Campus

Overview

Assumption College protects wireless network transmissions by encrypting the traffic. We do allow anyone in the Assumption community to connect to our wireless network. We help people get connected at the Hub. We have academic (AC_Extreme_Academic) and residential (AC_Resnet) wireless. We recommend that faculty connect to the academic network (not Resnet).

Currently, the password for academic wireless is “patriot5”. We use WPA security.

In addition to the academic and residential networks we have an unencrypted guest wireless connection (AC_Guest_Wireless) which requires no password. This connection is available for guests to the Assumption campus. The guest connection is not encrypted and therefore is not as secure as the academic and residential wireless connections. In addition, the guest connection does not allow access to the Assumption e-mail system or to departmental pages on the Assumption website.

Support Contact: IT Hub
508-767-7060
helpdesk@assumption.edu
Computer Labs & Classrooms

Overview

The Information Technology Center opened in January, 2002 and is a state-of-the-art technology facility assisting advanced learning. The Center is divided into two wings, with classrooms and administrative offices in the Fuller wing while our computer labs are located in the IT wing. We have one dedicated PC lab, one Mac lab, and a larger hybrid lab with both Macs and PCs. Our labs support advanced multimedia production, including web design, video production, and audio engineering. They are also used for word processing, image production, group collaboration, and assist in printing needs of the campus. Lab hours are announced at the start of each semester; although generally during the school year the labs are open weekdays 8 AM until Midnight. Weekends the labs are open during the day but not into the evening. Labs are generally closed on holidays and hours are reduced during breaks and the summer.

The two labs on the second floor of the IT Center (IT222 and IT223) can be reserved on a limited basis for classes. You can reserve a lab up to five times per course. If you need more than five sessions, you should check with the Registrar's office. Often there are instructors using computer classrooms who don't use the computers and would prefer a non-computer classroom. Instructors can reserve one of the reservable IT labs more than five times for a course but with the understanding that they may be displaced if another class needs the space.

In addition to the computer labs in the IT Center there are eight computer classrooms (with student computers) in the various academic buildings. There are 39 projection ready classrooms (with an instructor station and ceiling mounted projector) classrooms. The computer classrooms and projection ready classrooms are assigned by the Registrar's office. Computers in these classrooms are replaced on the same cycle as the IT lab computers.

All of the reservable labs and computer classrooms have ceiling mounted projection systems. Instructions for using the systems are posted in each classroom.

Lab Reservations: Janet Enman
jenman@assumption.edu
508-767-7444

Computer Lab Manager: Joe Horgos
jhorgos@assumption.edu
508-767-7516
**HoundPrint Print Management System**

In the IT Center labs and classrooms as well as in D'Alzon Library, we have implemented a print management system called HoundPrint. This system is similar to one previously used in the library and reduces printing waste. To print users need their Assumption username and password. When a document is printed users will be prompted for their username. The print request will be sent to a HoundPrint release station where the user enters their username and password and releases the print job to the printer. Instructor stations in the classrooms will not be affected by this change. Users of these stations can print directly to a classroom printer.

As of the beginning of Fall 2011, HoundPrint is available in the IT Center labs and classrooms and the computers in D'Alzon Library. In the of Spring 2012, we anticipate implementing the system in all computer labs and classrooms on campus.

More details on the system are posted in the labs and classrooms and details of the rollout beyond the IT Center and Library will be posted in the portal.

**Support Contact for HoundPrint:**

IT Hub
helpdesk@assumption.edu
508-767-7060
**Active Directory Account**

**Overview**

To access our network in your office, you will need your Assumption College Active Directory (AD) username and password. This account information is used not only to login to the campus network but also to access e-mail both from your office computer and through the web interface. Your AD account gives you access to a personal network directory that is backed up nightly and is accessible from all computers on the academic network. So you can create a file in your office and save it to your network directory, walk across campus to your class, login to the classroom computer, using your username and password, and open the file in the classroom.

Personal network directories provide two gigabytes (2 GB) of storage. If this size proves inadequate you can request a larger directory by contacting the IT Hub. Your office machine can be configured to synchronize your documents folder to your personal directory to automate backing up important files. In general, you should not be storing audio, video, or image files to this space. These files require enormous amounts of storage space and will quickly fill your personal directory. To avoid filling your personal directory, IT recommends that you backup these files to either CD/DVD or an external drive.

**Support Contact:**
IT Hub
508-767-7060
helpdesk@assumption.edu
**Password Manager**
Assumption uses a password management system which requires users to change their passwords every 180 days and allows users to reset forgotten passwords. To use the system users must register their account and select security questions and provide answers to be used for resetting a forgotten password.

**Initial registration**
To register with the Assumption Password Manager, open your web browser and go to [www.assumption.edu/password](http://www.assumption.edu/password). The following screen will appear:

You will be asked to put in part of your first and/or last name or login name.

Type the letters you see on the picture.
Click Search

If you type your login name, the following screen will appear:

Click on the Register with Password Manager link.
When you click on **Register with Password Manager**, the following screen will appear:

Enter your **current** password and click Next.

A New screen will appear requiring you to answer some personal security questions. You will only need to do this once.

You must click the button to agree that the Password Manager will store your personal information.

Click Finish.
A window will open telling you you have successfully registered with Password Manager:

![Password Manager Registration](image)

**Changing a Password**
When you need to change your password, go to [www.assumption.edu/password](http://www.assumption.edu/password). The following screen will appear:

![Password Manager Login](image)

Enter your username in the designated box.
Type the letters you see on the picture – it is not case-sensitive.
The following screen will appear:

![Password Manager](image)

**Select Manage my Passwords.**

The following screen appears:

![Password Manager](image)

Enter your current password in the line that says **Password** and click **Next**.
A screen will appear asking you to enter your New Password and then Confirm it.

As you type your new password, black dots appear to hide your password. You need to enter the password twice.

When you enter your new password, click finish.
A screen will appear telling you “Your password has been successfully changed.”
**My Assumption Portal**

**Overview**
Assumption uses a portal system to aggregate many of the systems the community uses on a regular basis. Included in the portal are campus-wide communications, employee and student information, access to the online registration system, and links to various systems.

You will use your active directory account username and password to log into the portal.

**Support Contact:**
IT Hub
508-767-7060
helpdesk@assumption.edu


**Portal Instructions**

There are multiple ways to get into the My.Assumption Portal, you can choose the way that best works for you.

1. From the Assumption Website, scroll to the bottom of the page you are on and you will see links. Click on the link MY.ASSUMPTION.

2. From any website, type [http://my.assumption.edu](http://my.assumption.edu).

Both ways will bring up the login box shown here.

Type in Assumption\Your Network Login and password.

**You need to make sure you use the backslash key(\) located above the Enter key.**
Once you click OK, you will go to the Home Page of the portal called My.Assumption. From here you can view your e-mail, your outlook calendar, get to your applications, view your budget, complete a requisition, enter blackboard, contribute to the portal and many other things.

***When you logon to My.Assumption for the first time, you will notice a message above the My Week calendar that is asking for your credentials for single sign-on to other applications and to outlook for your e-mail and calendar information. Once these are entered, you will not be asked again.

Click on Enter your Credentials and enter your Username (without the assumptionnt) and your password. This will allow single sign-on access to Colleague and Self Service.
WebAdvisor

http://my.assumption.edu

Overview
WebAdvisor is the web-based system that allows you to check your class rosters and access advisee registration information. You can access the following options from WebAdvisor:

- Class Roster - choose the roster you wish to see
- Advisees - a list of your advisees
- My Class Schedule – a list of your classes
- Student Profile – your advisees
- Search for sections – search the course offerings

Contacts:

Questions about online registration  Christine Estabrook
Registrar's Office
508-767-7355

Technical questions  IT Hub
508-767-7060
helpdesk@assumption.edu
Accessing WebAdvisor

To access WebAdvisor open a web browser and type the following URL:

http://my.assumption.edu

You will be prompted to login, at **user name** enter: assumptionnt\your Assumption e-mail username (for example assumptionnt\jsmith). At **password** enter your Assumption e-mail password.

When you get to the My.Assumption portal page scroll to the lower right hand section of the page and choose REGISTRATION from the Self Service (WebAdvisor) section.

Next choose SEARCH FOR SECTIONS.

At the following screen choose Fall 2010 as the term and enter only enough other information to see what you want. For example if you want all the ART courses just choose ART from the drop down in the subject field but if you want to see ART101 choose ART in the subject and enter 101 in the course number field.

If you want to view all the subjects in your department you may enter one subject in each subject space.

For example:

In addition to registration information, WebAdvisor also contains advisee lists and profiles, class schedules.
Once you have entered the portal, scroll down to the lower right hand section of the page and choose Faculty Information from the Self Service (WebAdvisor) section.

If you have difficulty logging into the portal please contact the IT Hub at 508-767-7060 or helpdesk@assumption.edu.
Houndmail & Exchange

Overview

Most campus wide communications are sent out via e-mail. Assumption College uses an e-mail system called Houndmail. Houndmail is based on the Microsoft Exchange platform and uses the same username and password as your Active Directory Network account. Houndmail is accessed from office computers using either Microsoft Outlook (Windows) or Entourage (Macintosh). E-mail is retained on the mail server so you can access it using a web interface from any place in the world that has Internet access and web browsing abilities. Both Outlook and Entourage provide a mechanism to archive e-mail that may not be currently needed but that you might want to retain for record keeping reasons. These messages will not be accessible through the web interface.

Outlook and Entourage must be configured for each user. Often this is completed before you start working on campus. If you find that your office machine has not been configured for e-mail, contact the IT Hub to request an appointment to have that work completed.

There are a few limitations to Houndmail. First each user receives 200 megabytes (MB) of storage space. When you reach the limit you will receive a warning message. To avoid reaching the limit you should archive old messages to your office computer or delete mail and make sure you empty your trash bin. Once you exceed the limit by 10 MB you will no longer be able to send messages, you will still receive messages. Once you exceed the limit by 20 MB you will be prevented from sending or receiving any mail. The size of attachments sent and received is also limited. You can send/receive e-mail with attachments totaling up to 20 MB. Image files, however, must be 5 MB or less or they will be stripped from your e-mail. Some file types cannot be sent as attachments. You cannot send mp3, videos and some file types like .mdb files used in databases. If you find you need to e-mail a file that is one of the disallowed file types contact the Hub for assistance.

All e-mail is scanned for viruses. We use a spam appliance to look at e-mail and attempt to determine if it is unsolicited spam. While we filter our e-mail for spam, you may occasionally receive some.

Support Contact:

IT Hub
508-767-7060
helpdesk@assumption.edu
**Houndmail User Guide**

Houndmail on the web will allow you to perform most of the functions that can be performed from a stand-alone installation of Microsoft Outlook or Entourage, but from anywhere with an internet connection, and with no software to install.

**Login to Houndmail**

Open a web browser and navigate to the portal (http://my.assumption.edu) and login. From the main portal page click on the link for your unread messages:

Alternatively, you can go to http://houndmail.assumption.edu. You will be presented with a login screen. Enter your username in the "User name" field and enter your e-mail password in the "Password" field. Click the "Sign In" button to continue.
Send a New Message

Click the "New message" button on the top of the page.

A new message window (pop-up window) will open.

Enter the "To" address, the "Subject", and the message body content. If attaching a file, click the attach button at the top of the message window.

Click the "Send" button at the top of the window to send the message.
Create a New Calendar Item

Click the "Calendar" icon in the menu on the bottom left side of the screen.

Next, click the "New" button at the top of the page.

A new appointment window (pop-up) will open.
Enter the appointment details such as subject, location, time, and reminder.

Click the “Save and Close” button at the top if the window to finish.

**Create a New Task**

Click the "Tasks" icon in the menu on the left—side of the screen.

Next click the “New” button at the top of the page.
A new task window will open.

Enter your desired details such as subject, due date, and reminder.

Click the “Save and Close” button at the top of the window to finish.

Create a New Contact

Click the “Contacts” icon in the menu on the left side of the window.
The Contacts window will open. Next, click the “New” contact button at the top of the page.

A new contact window (pop-up) will open.

Enter the contact’s name and other information such as phone number and e-mail address.

Click the “Save and Close” button at the top of the window to finish.
Exiting Houndmail

The Sign out button is at the top right of the browser window.
Overview

Blackboard is Assumption College's course management system. Many instructors use Blackboard to supplement their traditional classroom-based courses. Some programs use Blackboard as a delivery mechanism for fully online instruction. Using Blackboard, instructors can distribute readings, send e-mail, post announcements, hold class discussions, collect assignments, administer quizzes, and hold virtual office hours.

This section of the guide provides you with the steps for creating and organizing a basic Blackboard site and making it available to students when you want them to access it. For in-depth support on Blackboard’s many features check out our Instructional Technology support website. In addition to our website, each summer we offer training in the use of Blackboard. Some of the workshops are week-long intensive sessions with limited enrollment designed for participants to explore ways of using Blackboard and technology in their courses. With limited enrollment, these workshops provide plenty of individual attention and time for discussions with other instructors.

Instructional librarians and reserve librarians are available to assist you in adding library and research related content to your course sites. The library’s e-reserve and libinstruct accounts are added as course builder to all course sites to enable the library staff to add electronic reserves and research support materials to your course sites, if you request them. In addition, instructional librarians can assist you in the development of customized research guides and library instruction for your course and can add these materials to your course sites.

Instructional Technology Website:  http://www1.assumption.edu/blogs/support/

Instructional Technology Manager: Lynn Cooke
ITC 100
508-767-7165
lcooke@assumption.edu
Instructional Librarians:

Kelly Woodside
LI 107
508-767-7020
kwoodside@assumption.edu

Barry Mooney
LI 107
508-767-7036
bmooney@assumption.edu

Phil Waterman
LI 107
508-767-7375
pwaterman@assumption.edu

Reserve Librarians:

Janice Wilbur
LI 105
508-767-7271
jwilbur@assumption.edu
Blackboard Site Generation

As of Spring 2011 all courses listed with the Registrar’s office have corresponding sites created in Blackboard. Beginning Summer 1 2011, user accounts, faculty assignments, and student enrollments are fed from Datatel into Blackboard. Updates to course sites, instructor assignments, and student enrollments are made weekday mornings.

Because instructors are assigned to Blackboard based on the Registrar’s listing in Datatel, department chairs should notify the Registrar’s office of any changes as soon as possible so that instructors can access their Blackboard sites.

If a course is cross-listed, individual sites are created for each listing. Courses offered in multiple sections also have individual sites created for each section. Instructors will have the option to combine cross-listed courses or sections of the same course into a single site for ease of updating. The course enrollment merge tool allows merging of different Blackboard site enrollments into a single site.

All course sites for courses are created with guest access turned off. Anyone entering Blackboard using the preview link or browsing the Blackboard course catalog cannot view your course contents. Only enrolled students can view your course site, unless you enable guest access.

Accessing Blackboard

Open a web browser and enter the URL for our Blackboard system:

http://blackboard.assumption.edu

Alternatively, from the portal choose the Blackboard link under the Applications tab on the main portal page.

On the login page, enter your username and password then click the login button.

Note: Usernames and passwords are case-sensitive. Enter them in the same case as they are provided to you, otherwise you will receive an error.
Blackboard and Houndmail use the same username and password. In the event that you forget your password you can use the password manager to reset your password.

**Blackboard Main Screen**

When you click the Login button you should be transferred to your main page in Blackboard.

![Blackboard Main Screen Image]

Near the top of the page are three tabs you can use to navigate through Blackboard. The My Assumption and Courses tabs will be most used. On the main page, you will see a variety of modules, the My Announcements, and My Courses modules appear on everyone’s main screen. Additional modules may appear and can be removed if they present too much clutter. You can customize this page by clicking on the Personalize page button in the upper right. For example, you can change the color scheme of the main page. Once you have selected your color scheme, click the submit button to enable the selection.

Modules can be minimized to save screen space by clicking on the minimize button on the module title bar.

If you don't see contents for a module, check to see if it has been accidentally minimized before assuming there are no contents.
My Announcements is minimized, click Expand Module button to show contents.

To navigate to a course, click on the link under My Courses next to the book icon.

Clicking on the Announcements link below the name of a course will take you to the announcement in the My Announcements module, not the course site.

If at the end of a course name you see (unavailable), it means the course is not visible to students. You as the instructor can access the course, modify content, course site organization, and change site settings. All undergraduate course sites are made available to students on the morning of the first day of classes. CCE courses are made available during the registration period so students can use guest access to view the course syllabus and welcome message of the instructor to determine whether they want to sign-up for the course. As an instructor you can decide to make your course available as early as you want. Conversely, if you do not want your course available to students until some period into the semester, you can disable access on the first day of class and enable it when you want students to begin accessing your course materials.

**Blackboard Course Site**

When you enter a course site you are directed to the course home page which consists of modules. The default modules are My Announcements, My Tasks, My Calendar, What's new, To Do, and Alerts. You may change these depending on your course needs.

The My Announcements module displays current announcements. My Tasks and My Calendar show task and calendar entries you post for the course. What's New displays a list of the items that have not been viewed. The To Do module displays items that are due or past due. Alerts are notifications regarding items that are past due or warnings you define. Blackboard has an early warning system that, if you activate it, can alert students to poor performance in the course giving them sufficient notice so that they can seek assistance to correct the problem.
On the left side of the screen is the course menu. You use this menu to navigate through the course materials and tools.

To display the menu, click on the Show Course Menu button.

Clicking on each menu item takes you to a different content area or tool area in the course. For example, clicking on the syllabus link takes you to the page where the course syllabus can be posted.
You may post handouts or other course materials for the course in other areas. Consider how you teach and modify the menu to organize materials and activities for the course that is consistent with your course organization.

**Control Panel**

As the instructor, you can modify many aspects of the course site. You accomplish these tasks through the control panel, which is located below the course menu. Each section of the control panel can be expanded to display the tools contained in each section.

**Edit Mode**

You edit the course menu and content areas using the edit button located at the top right corner of the content window:

![Edit Mode ON/OFF](image)

When the edit mode is on, you can change the course menu and add items to each content area.

**Course Availability**

Navigate to your course in Blackboard.

Under the Control Panel click on the expand button to the left of Customization and then click on Properties:
In the Set Availability section, click on the Yes button to make available or No button to make the course unavailable to students:

![Set Availability](image)

Scroll to top or bottom of page and click submit to apply the change.

*Add an Announcement*

Navigate to your course in Blackboard.

Expand the Control Panel and the Course Tools section of the Control Panel.

Click on the Announcements link under Course Tools

![Course Tools](image)

Click on Create Announcement (if the button is not visible, click on the Edit Mode Button, to activate editing functions)
Enter a subject for your announcement.

Enter the message of your announcement.

Set the options for your announcement.

Add a course link, if appropriate for the announcement.

Click on the Submit button to post the announcement.

**Add Instructor Contact Information**

Navigate to the course site.

Expand the Control Panel and the Course Tools section of the Control Panel.

Click on the Contacts link under Course Tools.

Click on the Create Contact Button in the Contacts page.
Enter your contact information on the Create Contact form.

Click submit to post your information.

You can attach an image to your profile. For best results the image should be 150 X 150 pixels.

Course Menu

To modify the menu, make sure you are in edit mode. The edit mode switch is located at the top right under the row of tabs (Edit Mode p. 34).

When the edit mode is on, the add item and reorder buttons appear at the top of the menu as well as the drag handles and item editing on either side of the menu items:
When the edit mode is off (this is what students see) the add item and customize buttons do not appear at the top of the menu:

To add an item to the Course Menu, you click on the add item button at the top of the Course Menu (in edit mode) and select the type of item you want to add from the pop-up menu:

When you select one of the options from the pop-up menu, you will be prompted for a name for the link (as applicable), any supporting information, type of tool, course area to link to, URL, and whether you wish the area to be available to users. Click submit when you are finished and the new item will appear on the menu.

Course Menus can be reordered two ways, via the reorder button at the top of the menu or by using the drag handles on the left side of the menu to drag the item to its new position.

Menu icon meanings:
To make a content area visible to students, click on the edit button to the right of the menu item and select Show Link.

**Blackboard Tools**

Setting which tools are available to the students is done through the Tool Availability link in the Customization section of the Control Panel.

Clicking on the Tool Availability link in the Control Panel brings up the Tool Availability page. All the course tools available on the system will be listed on this page. Version 9 does not distinguish tools that are part of the base Blackboard product and which are added as Building Blocks, they are all listed on one page. Clicking on the Check box so a check mark appears enables the tool. There are four columns of check boxes for availability. Available means available to instructor, student, TA, and Course Builders. Visible to Guests means that unenrolled users can see and use the tool. Visible to Observers means that administrators or faculty monitoring students in academic difficulty can see and use the tool. Available in Content Area means that the tool is available for deployment from the dropdown menus in the Content Areas (Syllabus, Handouts, Course Documents, Assignments, etc.).
Adding Content

In the Content Area where you want the item to display, click on the Build Content button and select from the option in the dropdown menu.

Enter the information on the resulting form to create the specific content type selected. For example to create Enter a name in the Content Information section, enter the text for the item or alternatively add a text comment for an attached document. If attaching a document, click on the browse button to locate the document to attach:

2. Attach or Link Content

Files can be attached here. Click Browse to select the file to attach and specify a name for the link to this file.

<table>
<thead>
<tr>
<th>Attach Local File</th>
<th>Name of Link to File</th>
<th>Special Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Create a link to this file</td>
</tr>
</tbody>
</table>

Enter the text for the link to the attached file in the Name of Link to File box. This is the text students will click on to access the file.

Choose the options you want to apply to the item such as time and date restrictions or whether you want to know who/how many users are viewing the item.

Click on Submit to post the document.

Merging Course Enrollments

Select a course that will be the parent course - the site that you will make available to students in multiple sections or courses. Enter the parent site and expand the course tools section of the control panel.
Find the Merge Course Enrollments tool and click on the link.

Click on the link “Merge Section Enrollments into this Course”

Modify the name of the parent course to identify it as containing multiple sections - Do not use Merged in the name because the child courses will have Merged appended to their course names.

Select additional sections or courses you are teaching to add enrollments to the parent course.
Click submit to merge the enrollments into the parent course.

The parent course will have an additional grade center column indicating the course/section the student is registered for. You can use this column to create custom Grade Center views showing the students in a single section/course.

Log Out of Blackboard

To log out of Blackboard click on the Logout link at the top of the page.
The IT Hub is the College's centralized office for technology support. We support the Assumption network and Assumption College owned hardware and software and telephones.

If you have a problem with an Assumption College owned computer, software, with the college network, or with telephones the Hub is your first point of contact in resolving the problem. If Hub staff cannot resolve your problem, they will escalate your call to the appropriate department or individual within IT.

Contact:

IT Hub
508-767-7060
helpdesk@assumption.edu
Telecommunications

Campus Phone Facts

Extensions beginning with the number 7 are for employees and departments and can be dialed directly from off campus using area code (508) with the prefix 767.

Extensions beginning with the number 5 are campus extensions and cannot be dialed directly from off campus.

To reach these numbers from off campus dial (508) 767-7000 and ask for or enter the extension.

Extensions beginning with the number 8 are student extensions, and may be dialed directly from off campus using area code (508) with the prefix 767.

Credit card calls must be dialed using the specific card's (800) access number.

Collect Calls- DO NOT ACCEPT COLLECT CALLS. The cost of the call plus a $10.00 processing fee will be billed to the person or the extension accepting the call.

Outside Operator- 9-0-0

Emergency Numbers: 5555 (Public Safety)

Human Resource confidential helpline: 7079

Problems? Questions? e-mail helpdesk@assumption.edu
Telephone Instructions for Employees

Your single line or multiple line phone is like a keyboard that gives you access to our campus telephone system. The following is intended to give you information about the most commonly used functions on the phone system. Information on other functions such as hunt groups, pick up groups or other questions may be obtained by e-mailing helpdesk@assumption.edu.

Transferring Calls

Transfer a call to another extension: Press transfer (on a multi-line phone), or the flash or switch hook (on a single-line phone) then dial the extension. You may either hang up once it begins to ring or wait for the person to answer and let them know who is calling.

Transfer a call directly to a mailbox: Press transfer (on a multi-line phone) or the flash or switch hook (on a single line phone) then dial 5599. When equipment answers it will say "To complete this call transfer, dial the extension then #2.

Forwarding Calls

You have the option to forward either all external calls or internal calls, or both. Also you can chose to forward only calls that come in while you are using your phone, or only calls when no one is available to answer.

Forward all external calls:

Press *2, then dial 7099 and hang up

Forward all internal calls:

Press *5, then dial 7099 and hang up

Forward calls when you are on your phone: Press *3, then dial 7099 (external calls)

Press *6, then dial 7099 (internal calls)

Forward calls when no one is available: Press *4, then dial 7099 (external calls)

Press *7, then dial 7099 (internal calls)

NOTE: When forwarding all calls, the other forward options must be canceled. To cancel or change your forwarding enter # plus appropriate digit (2, 3, 4, 5, 6, and 7) (see above)

Directory Assistance

Local Calls: dial 9-555-1212

Long distance: dial 9-1-(area code) 555-1212
**Dialing Instructions**

Students dial 6, the phone number; enter PBN (personal billing number). Employees dial 9 for outside line, and then enter phone number you are calling. If you are unsure if the number you are calling is a local or a toll call, try dialing without 1. Lists of local numbers are on the Telco Web Page. This will eliminate the school being charged for the long distance rate.

**Voice Mail**

Unless you share a telephone, your voice mailbox number is the same as your extension number. Set up your mailbox by dialing 7099 on your phone and follow the directions. The default password is 123456 for the first time set up. If you Share a phone, your voice mailbox number will be your extension plus a number suffix (5XXX-2). Follow tutorial directions, remember your password, as you are the only one who knows it.

**To retrieve voice mail messages on campus from your office:** Dial 7099 or press message button. Enter your password and follow system prompts.

**To retrieve voice mail messages on campus in another office:** Dial 7099, then press *. Enter your voice mailbox number, followed by #. Enter password and follow system prompts.

**To retrieve voice mail messages off campus:** To check your voice mail from off campus, call (508)-767-7099. If you hear 'Thank you for calling Assumption College,' press the star (*) key. This will bring you to 'Enter Personal ID,' this is your voice mail box number followed by #. This will prompt you to 'Enter your password

**Fall 2011:** The campus voicemail system is scheduled for upgrade sometime during the Fall semester. More information on the upgrade and the schedule will be posted on the my.assumption portal as details become available.
Media Center

Overview

The Media Center provides audio-visual services to the college community and is located in the DiPasquale Building. The Center houses a TV studio which is widely utilized for such functions as sign-language practice, counselor-training sessions in the Psychology and Social Rehabilitation programs, practice-teaching, communication skills, oral-history, foreign language skits, interviewing techniques, and public-speaking.

The Media Center also has a VSX 7000 Polycom videoconferencing system, which can connect up to a maximum of four IP based remote sites.

The building also houses Six Avid non-linear editing systems, including a High Definition system. There are also specified systems in IT 122. All the systems are connected to the Avid Unity Server, which has storage capability up to 4 Terabytes. The systems are supported with both high-bandwidth 4-gigabit Fibre channel and a gigabit Ethernet.

In addition, the Media Center houses the head end for the campus cable system and maintains the programming on the cable Channel 12, and Channel 13. Channel 12 is used by WACT, a student run television club and various satellite feeds. Channel 13 is the campus messaging system, and is updated by the Media Center.

The Media Center is normally open as follows:
Monday-Thursday 8:30 a.m.-10:00 p.m.
Friday 8:30 a.m.-4:30 p.m.
Sunday 4:00 p.m.-11:00 p.m.

Contacts:
Director: Ted Haley 508-767-7215
Day Supervisor: Tom Burke 508-767-7217
Evening Supervisor: Laurie Palumbo 508-767-7131