

Blackboard Learn Frequently Asked Questions

Lecturers

1. When will lecturers be required to exclusively use the Blackboard Learn platform for delivery of classes?

Currently the project team is carrying out a pilot project with the participation of select lecturers and students for the duration of Semester 2 and the Summer Session of Academic Year 2020/2021. The project team is working to effect full adoption of BBL at the start of Semester 1 of the 2021-22 Academic Year.

2. How do I know whether my module is being offered on the Blackboard Learn?

You will be notified the following ways:

1. For the pilot, if you are a non-editing lecturer i.e. another lecturer developed the content for the module on Blackboard Learn, you will be notified via email before classes commence.
2. Your timetable will also indicate that the room for your module is BB-Learn (illustrated below)



18:00	ECO3001 Caribbean Economic Environment Activity: ONLINE_LEC Rm: BB-LEARN Open Details
19:00	HUM4001 Business Ethics Activity: ONLINE_TUT Rm: Open Details
20:00	

3. The list of all modules that are being offered on Blackboard can be accessed from the UTech E-Learning page (<https://www.utech.edu.jm/onlinelearning>)

3. Which credentials do I use to login to Blackboard Learn?

As a staff member, for the pilot, you will use your UTech, Ja. Network username and an initial password which will be communicated to you via email.

4. What if I do not have a UTech, Ja. Network account?

Contact your Supervisor to verify whether your information has been submitted to the Human Resource Department. If this was already done, contact the Human Resource Department to verify whether a request to create your network account was sent to the Information Systems (IS) Unit. If this was done, contact the IS Unit (876-970-5088 or EXT 2088) to obtain the status of the request.

5. What if I do not remember my password?

From the Blackboard Learn login page, select *forgot password* to regain access to your account.
<https://utechjm.blackboard.com/>

6. Where do I go to login to Blackboard Learn?

You will be able to access Blackboard Learn from the UTech, Ja website via Quick Links. You may also access it by selecting the link below, then selecting the 'Bb' icon:

<https://www.utech.edu.jm/onlinelearning>

7. If my module is one of the modules being piloted, how do I access my module on Blackboard Learn?

Once you have been timetabled to teach the module by your Timetable Officer or the Scheduling Unit, you will be automatically enrolled onto your module on Blackboard Learn before classes commence (providing you have a network account).

8. If my information was not submitted to the Scheduling Unit before the semester starts, how would I gain access to my module on Blackboard Learn?

Request that your Programme Director/Leader forward your name to the Scheduling Unit for you to be assigned to your class (es). Once the Scheduling Unit has updated your information, you will be enrolled onto your module within 24 hours.

9. How will I know how to use Blackboard Learn?

On the university's main Online Learning page, <https://www.utech.edu.jm/onlinelearning> you will find links to several resources including outlines, videos and guide sheets to help you become comfortable with navigating the system. Please explore the site to begin your personal orientation.

The Office of Distance Learning (ODL) will also be conducting orientation sessions for January 5-29, 2020, so look out for the notices on the UTech Broadcaster or your email.

10. Who do I contact if I am experiencing challenges on the Blackboard Learn?

Please contact Tier 1 Support at Tier1support@utech.edu.jm