Blackboard Learn
Frequently Asked Questions
Students

1. When will we be required to exclusively use the Blackboard Learn platform for accessing our 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 in at least one of the following ways:

1. Once you have selected and confirmed your modules, you will receive a message via the Students' Portal notifying you that your module is on the Blackboard Learn Platform

2. Your timetable may also indicate that the room for your module is "BB-Learn" (illustrated below). Note: This may not occur for all modules offered via Blackboard Learn

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

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

As a student, you will use your UTech, Ja. Assigned **email address** and a default password, if this is your first time using your email address. If you have used your email address before, use the password you created.

Your email address is your **firstnamemiddleinitial(s)lastname@students.utech.edu.jm**
Example: John Anthony Brown's email address would be johnabrown@students.utech.edu.jm

If you are not sure what your email address is, you may view this on the Students' Portal (Personal Details)

Your default password is your student ID number with the string '@nzhi' appended.
Example: If your student id number is **9995555** then your initial password is **9995555@nzh**

For more information about accessing your student email, select the link below:

https://www.utech.edu.jm/student-email

4. <u>What do I do if I do not remember my password?</u>

Go to https://www.office.com in your web browser and click the **Sign in** button. Enter your email address. You will see the *forgot password* option, select it and follow the instructions.

5. <u>Where do I go to login to Blackboard Learn?</u>

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

6. <u>Do I need an enrolment key to access my module on Blackboard Learn?</u>

No. You will be automatically enrolled within 24 hours after confirming your module selections or after you have been added to the module by the Office of Admissions and Enrolment Management

7. <u>What do I do if I have confirmed my modules but I am not seeing it on Blackboard Learn?</u>

Check if 24 hours have passed since you confirmed your module. If 24 hours have not passed, wait. If 24 hours have elapsed, contact Tier 1 Support at Tier1support@utech.edu.jm

8. <u>How will I know how to use Blackboard Learn?</u>

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, before your first web-conferencing session with your lecturer.

For Semester 2, the Office of Distance Learning (ODL) will also be conducting orientation sessions for January 5- 29, 2020, so look out for the notices on your student portal.

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9. <u>Who do I contact if I am experiencing challenges on the Blackboard Learn?</u>

If the issue you are facing has to do with the content for your module, contact your lecturer. This can be done by sending a message directly from your course or module on the Blackboard Learn using the Message page or from the Course Roster. You may also use other methods of communication provided by your lecturer.

Where it is a technical issue, you may contact Tier 1 Support at Tier1support@utech.edu.jm