**Faculty / Student Instructional Support - Contact Information**

- **Faculty Support Issues:**
  Jeff Peters, Coordinator of e-Learning & Instructional Support
  (734) 384-4129 / jdpeters@monroeccc.edu

  **Contact regarding issues such as Blackboard training, classroom technology training, instructional design and consultation, etc.**

- **Student Support Issues:**
  Jennifer Yarger, Instructional Support Technician
  (734) 384-4328 / jyarger@monroeccc.edu

  **Contact regarding issues such as Blackboard Course Creation, Blackboard Student Technical Support**

- **Student Blackboard and Email Login Assistance:**
  Call (743) 384-4234

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**Blackboard Known Issues**

1. **Announcement / Email function** – The feature within the Announcement tool that allows instructors to also email announcements to students is not functioning.

2. **Mozilla Firefox 3.5 / Assignment tool** – If you or your students access Blackboard using the internet Mozilla Firefox 3.5 you will be unable to upload files to the Assignment tool. The work-around for this issue is to use Internet Explorer or an older version of Firefox.

3. **IE 8 / Testing Tool** - If your students use Internet Explorer 8 while taking a Blackboard test or quiz the test timer will expand through the right side of their screen covering the submit button. This issue can be resolved by having your students add monroeccc.edu to the Compatibility View settings in IE 8. For more information on modifying the IE 8 Compatibility View settings, visit this website: [http://www.microsoft.com/windows/internet-explorer/features/easier.aspx?tab=1](http://www.microsoft.com/windows/internet-explorer/features/easier.aspx?tab=1).

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**Blackboard (Bb) Course Statistics – Fall 2009**

- 266 total Bb courses
- 72 fully online Bb courses
- 4 blended Bb courses
- 190 supplemental BB courses
- 135 faculty using Bb
- 3265 students are using Bb

**MCCC Upgrade to Blackboard 9 – Spring 2010**

We are planning to upgrade to Blackboard version 9 by spring semester 2010. Training sessions will be made available later in the fall semester and throughout the winter semester. In the meantime, there are several Blackboard 9 tutorials within the Faculty Resource Center. Also, here is a direct link to the Blackboard 9 tutorials:

[http://www.blackboard.com/quicktutorials/quicktutorials.htm](http://www.blackboard.com/quicktutorials/quicktutorials.htm)

**Beware of Intentionally Corrupted Student Files**

There are sites that provide students with corrupted files of all types in order to buy them more time to complete their assignments. Email jdpeters@monroeccc.edu for more information.

**Internet Resources**

- **YouTube EDU:**
  [http://www.youtube.com/education?lg=EN&b=1](http://www.youtube.com/education?lg=EN&b=1)

  The YouTube Education site provides demonstrations and lectures on a wide range of subject areas, such as Business, History, Humanities, Literature, Mathematics, Science, and Social Sciences.

- **Wolfram Alpha Knowledge Engine:**

  Wolfram’s goal “..is to build on the achievements of science and other systematizations of knowledge to provide a single source that can be relied on by everyone for definitive answers to factual queries.”