

JHU Blackboard Self Service Support

Summary

JHU Blackboard (Bb) Self Service Support (SSS) facilitates streamlined trouble shooting and eventual automated resolution of several key user issues which can detract from the Blackboard experience at JHU.

Entry Points

"Support" tab - Users should now see the tab at the top right of their screen when logged into Bb

"Check Support" - New link in the My Courses Plus module should quickly connect users to the support area when they do not see their course listed.

Landing Page - When a user selects one of the above, they will land on the Course Alerts page.

Primary Functions

These are listed across the top as Action Buttons with titles that explain their functionality.

Instructors - User has at least 1 instructor enrollment in Bb for the currently reviewed terms

1. Course Alerts:
 - a. Returns a course ID, count, problem and resolution. There are several cases that could cause a student to be unable to access the course site, so resolution options are provided to the instructor. Each problem noted for a particular course will receive an entry and be tallied by the count field.
2. Change Email
 - a. Provides current email in Bb and instructions for changing it.
3. Merge Course
 - a. Instructions for merging a course
4. Increase Quota
 - a. Instructions for increasing the course storage amount. The default is 2G, and is doubled with each request unless a larger size is explicitly requested.
5. Remove Instructor
 - a. Sometimes other instructors are assigned to a course, but should not be. In this case, one instructor can request the removal of another. Both instructors will be contacted when this change is executed.
6. Tutorials
 - a. Link to further help documentation

Students - User has at least no instructor enrollments in Bb and has at least 1 enrollment in SIS for the currently reviewed terms

1. Course Alerts:
 - a. Returns a course ID, count, problem and resolution. There are several cases that could cause a student to be unable to access the course site, so resolution options are provided. Each problem noted for a particular course will receive an entry and be tallied by the count field. Many times, the resolution will be to contact a "valid" instructor. These instructors are targeted to those assigned by SIS or added manually and attempt to exclude administrative or support personnel that may have an enrollment.
2. Change Email
 - a. Provides current email in Bb and instructions for changing it.