• **Course Site:** A reminder that there is typically no need to request Blackboard course site - all full-time AS/EN, Carey, Nursing, SAIS, Peabody, and Education courses should have a course site by default in Blackboard.

• **Course Availability to Students:** For a course to be seen by students, it must be made available by the instructor: [Making a Blackboard Course Available.pdf](video demo)

• **Course Copy:** A reminder that course material is not automatically copied over from semester to semester. If you want to reuse material from a Blackboard course taught in a previous semester, you’ll need to use the Course Copy feature. Course Copy allows you to select which parts of a course you would like copied and then copies those parts over to the new course site. For the Course Copy feature to work properly, 1) you must be an instructor in both courses, and 2) the course to be copied into must be an existing course. Please see the Course Copy tutorial for more details.

• **Important Note:** The Course Copy information does not apply to AAP instructors. Due to course transfer errors, AAP instructors are not permitted to use the course copy or other transfer functions. Fully online sections will be transferred automatically by the IRC, while face to face sections need to be requested in advance of the term. Please review the AAP transfer documentation, if you have any questions.

• **Course Merge Request:** By default, a Blackboard course site is created for every section. Instructors who have multiple sections, but desire to only use/maintain one Blackboard course site can request that their sections be merged via emailing blackboard@jhu.edu. This will put all the enrollments into the target site. Note: Please do not simply reply to a previous email you might have received from blackboard@jhu.edu as that could cause your new request to be missed.

• **Course Quota:** By default, a Blackboard course site has a quota of 2GB. Please contact blackboard@jhu.edu if you know you may need more space.

• **Browsers:** If you experience problems using Blackboard, it may be because you are using an unsupported browser. You may be aware that Mozilla Firefox and Google Chrome, two of the most popular browsers, are on a ‘rapid release’ schedule, releasing updated versions of their browsers as often as every six weeks. This makes it difficult for programs such as Blackboard to keep up with all of the latest updates. For a complete list of currently supported browsers in Blackboard, please see the ‘Supported Browsers and Operating Systems’ page - [Supported Browsers and Operating Systems](https://blackboard.jhu.edu/)

• **Regular Maintenance Hours:** Please be aware that IT@JH reserves Thursday mornings from 4 AM - 7 AM (Eastern) for maintenance. Blackboard (blackboard.jhu.edu) may not be available during those hours on those days.

• **Blackboard "how to" resources:** Please review the JHU Blackboard knowledge base for articles, FAQs and step-by-step instructions that may be useful to answering many of your initial questions.

• **Blackboard support** is provided by specific teams within each JHU school, please visit the contact info page to find your school’s support team contact information.