Blackboard Teaching Guide - Course and User Management

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Note: If you are NOT the instructor of the course(s), you are required to provide the CUHK email(s) of Blackboard course(s)' Instructor / TA / Support Staff, and/or the Programme Office's IT / Admin Support. They will receive your request and comments on the ticket by email.

Combining courses

Before you start… understand Blackboard Combined Courses Request:

- Instructors and TA / Support staff could request Blackboard combined course(s) to serve multiple course sections with the same contents.
- The original individual courses will be disabled by default when the courses are combined. Please indicate Yes for Keep individual courses in your request if you need to use individual courses.
- The classes will be displayed as groups in the combined course. Instructor and TA / Support Staff can use release conditions to release items to specific group(s) only. However, certain data or information may not be categorized into groups; for example, individual assignment files will not be downloaded in groups. Teachers are advised to create assignments for each class separately, if necessary.

Step 1 – Preparation

Prepare your answers to the following questions:

- What are the Course IDs of the individual courses? You can find the Course ID(s)here (https://elearning.itsc.cuhk.edu.hk/courselist/CourseList.aspx).
- Do you need to keep and use the individual courses?

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- Are the individual courses having the same Instructor? If no, please make sure the course instructors agree to combine the courses.

Step 2 – Access ITSC Service Desk to submit your request

You can access the form directly by clicking this link (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=fd78d2d79760661019667ff0f053afdd) (CUHK Login required). The form can also be access via ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) > Services and Knowledges > Learning Management System (LMS).

Please select Combining Courses (and other requests, if needed), go through and input the information following the instruction on the form.

Step 3 – Review your request

ITSC typically handle requests in three working days. You will receive a reply from us when the request is done. Please check the following:

- On Blackboard Courses (https://help.blackboard.com/Learn/Instructor/Ultra/Getting_Started/Find_Your_Courses) page, you could check the combined Course ID, and if the individual courses have been hidden, or still on the list.
- You could check the classes under Groups (Blackboard Help (https://help.blackboard.com/Learn/Instructor/Ultra/Interact/Course_Groups/Create_Groups)).

Disabling course(s)

Before you start… understand Blackboard Course Disabling Request:

- Blackboard courses are created according to CUSIS. Some classes have multiple course components and users may only use one of them. To avoid confusion, Instructor and TA / Support Staff could request ITSC to disable Blackboard courses that will not be used.
- By default, the following course types are not created in Blackboard: A01 (ASB), E01 (EXR), U01 (STD), T01 (TUT), and X01 (WBL). Therefore, there is no need to submit requests to disable those courses.
- All users in the course will be no longer able to access the course.

Step 1 – Preparation

Prepare your answers to the following questions:

- What is the full Course ID(s) (with Year, Term and J0X/L0X Tag, if any) (e.g. 2000R0-AAAA0000-J0X) of the course(s) that you would like to disable? You can find the Course ID(s) here (https://elearning.itsc.cuhk.edu.hk/courselist/CourseList.aspx).

Step 2 – Access ITSC Service Desk to submit your request

You can access the form directly by clicking this link (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=fd78d2d79760661019667ff0f053afdd) (CUHK Login required). The form can also be access via ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) > Services and Knowledges > Learning Management System (LMS).

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Please select Disabling Course(s) (and other requests, if needed), go through and input the information following the instruction on the form.

Step 3 – Review your request

ITSC typically handle requests in three working days. You will receive a reply from us when the request is done. Please check the following:

- The instructor could check if the course(s) still appears on the Courses (https://help.blackboard.com/Learn/Instructor/Ultra/Getting_Started/Find_Your_Courses) page on Blackboard.

Creating Non-CUSIS course(s)

Before you start… understand Blackboard Non-CUSIS Course Creation Request:

- Blackboard courses are created based on CUSIS. Instructors and TA / Support Staff can request a Blackboard course(s) to support their teaching and learning if needed. ITSC will review the provided justification and information for the follow-up.

Step 1 – Preparation

Prepare your answers to the following questions:

- What is the justification for your request?
- What are your preferred Course ID and Course Name?
- Do you want to sync CUSIS class(es), including instructors and students, with the new course? If yes, what is the Course ID(s)?

Step 2 – Access ITSC Service Desk to submit your request

You can access the form directly by clicking this link (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=fd78d2d79760661019667ff0f053afdd) (CUHK Login required). The form can also be access via ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) > Services and Knowledges > Learning Management System (LMS).

Please select Creating Non-CUSIS course(s) (and other requests, if needed), go through and input the information following the instruction on the form.

Step 3 – Review your request

ITSC typically handle requests in three working days. You will receive a reply from us when the request is done. Please check the following:

- Please access Courses (https://help.blackboard.com/Learn/Instructor/Ultra/Getting_Started/Find_Your_Courses) and check if the course has been created on Blackboard.
- You can check the enrollment on CUHK User Management Tool (https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management), or the classes on Groups page (https://help.blackboard.com/Learn/Instructor/Ultra/Interact/Course_Groups/Create_Groups) (if there are multiple CUSIS classes synchronized with the course).

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Copying course(s)

Before you start… understand Blackboard Course Copy Request:

- You can reuse course contents by copying courses (CUHK EdTech Help:Course Copy (https://help.edtech.cuhk.edu.hk/docs/course-copy)). You could also request ITSC to copy course for you if needed.
- User (including student) data will not be carried over to the destination course.
- If you are copying an Original course to an Ultra course, you are advised to go through Blackboard Help: Copy Content from Other Courses (https://help.blackboard.com/Learn/Instructor/Ultra/Course_Content/Reuse_Content/Ultra_Copy_Content) to learn about how content types are converted from Original to Ultra courses. This will help you decide whether to rebuild the course in Ultra or continue using the course copy feature (https://help.blackboard.com/Learn/Instructor/Ultra/Course_Content/Reuse_Content/Ultra_Copy_Content) in Ultra.

Step 1 – Preparation

Before copying or submitting your course copy request:

- You need to know the source and destination Course IDs.
- Make sure both the source and destination course(s) have the same instructor. If the instructor of the courses are not the same, endorsement is needed.
- Since the copied course contents will be added to the destination course, please ensure the destination course is blank or verify that the contents will not be duplicated after copying.
- Make sure the destination course(s) are set to unavailable to students, so the content will only be accessible after you (or any other instructor(s) and/or TA / Support Staff) have reviewed and adjusted the settings.

Step 2 – Access ITSC Service Desk to submit your request

You can access the form directly by clicking this link (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=fd78d2d79760661019667ff0f053afdd) (CUHK Login required). The form can also be access via ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) > Services and Knowledges > Learning Management System (LMS).

Please select Copying course(s) (and other requests, if needed), go through and input the information following the instruction on the form.

Step 3 – Review your request

ITSC typically handle requests in three working days. You will receive a reply from us when the request is done. Please check the following:

- If you are copying an Original course to an Ultra course, please go through Blackboard Help: Copy Content from Other Courses (https://help.blackboard.com/Learn/Instructor/Ultra/Course_Content/Reuse_Content/Ultra_Copy_Content), and learn about how content types are converted from Original to Ultra.
- Check the contents. Please also update them if needed (e.g., update assignment and test settings, change release conditions).
- Hide or delete outdated items. Please expect that deleted items cannot be recovered.
- If you have added or embedded Panopto video links in the Blackboard content area of your source course, please ensure that those links are updated accordingly in the destination course (e.g., the access right of the

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Panopto videos).

Enrolling User(s)

Before you start… understand Blackboard User Enrollment Request:

- Blackboard enrollment (instructors and students) record synchronizes with CUSIS daily at night, so the courses on Blackboard would be shown the next day after registration in CUSIS.
- Instructor and TA / Support Staff who are already in the course can grant right to CUHK users (e.g., TA / Support Staff, sit-in students) using CUHK User Management Tool (https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management).
- ITSC can help to process the enrolment request if needed. Before submitting the request, ensure that the course is marked as unavailable to students if the course is not prepared for student access.

Step 1 – Preparation

Prepare your answers to the following questions:

- What is the justification for your request?
- What is the Course ID(s)? You can find the Course ID(s)here (https://elearning.itsc.cuhk.edu.hk/courselist/CourseList.aspx).
- What is the Staff/Student ID of the user(s) to be enrolled?
- What role(s) is needed (Student, TA/Support Staff, or Instructor)?
- Do you or the user(s) require access to any courses from previous terms? If yes, approval is needed.
- Do you or the user(s) need to be enrolled in the course(s)?

Step 2 – Access ITSC Service Desk to submit your request

You can access the form directly by clicking this link (https://cuhk.service-now.com/sp?id=sc_cat_item&sys_id=fd78d2d79760661019667ff0f053afdd) (CUHK Login required). The form can also be access via ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) > Services and Knowledges > Learning Management System (LMS).

Please go through and input the information following the instruction on the form.

Step 3 – Review your request

ITSC typically handle requests in three working days. You will receive a reply from us when the request is done. To check the result:

- Access CUHK User Management Tool (https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management). You could check the user list and their roles.

If you have any questions about submitting your request via the ITSC Service Desk, please feel free to contact us or send your request by email to elearning@cuhk.edu.hk.

***Reminder:** Please CC your request related Instructor(s) / Programme Office Head / Admin Head / Officer(s) (with CUHK email) before sending your request by email.*

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Questions: elearning@cuhk.edu.hk
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