

Faculty - Why is IT Staff in my Blackboard Course?

Article Number: 1094 | Rating: 1/5 from 1 votes | Last Updated: Sat, Feb 29, 2020 at 11:05 AM

2017



Faculty - Why is IT Staff in my Blackboard Course?

The Montgomery County Community College Information Technology (IT) staff provide Blackboard system support to College faculty and students. This support includes training on use of the system and troubleshooting technical problems. IT staff will attempt to provide written or verbal instructions to users calling or emailing the help desk for Blackboard support. To provide support, it is sometimes necessary for staff to view a course. IT staff may utilize live support tools that enable the end-user to share his/her screen with the IT staff member. IT staff may also temporarily enroll in a course with the role of 'Instructor' to review the course as a step in the troubleshooting process. IT staff are listed as "(Admin)" or "(Support)" within the Blackboard environment. IT staff will not make any change to the course without express written consent of the faculty member. All Information Technology staff are required to sign a confidentiality agreement as well as the College's Acceptable Use Policy.

Posted - Thu, Feb 23, 2017 at 11:46 AM. This article has been viewed 7655 times.

Online URL:

<https://kb.mc3.edu/article/faculty-why-is-it-staff-in-my-blackboard-course-1094.html>