College of Engineering
Frequently Asked Questions and Answers
For FACULTY regarding the transition to Online Education
March 16, 2020

Blackboard Learn

I am having trouble logging into Blackboard, what should I do?

Be sure to go to courses.miami.edu and use your University of Miami Single-Sign on credentials when logging into Blackboard. These credentials would be your Cane ID and password.

Common reasons for being unable to log into Blackboard are the following:

Reason 1: Internet Explorer

Using a web browser such as Internet Explorer is **THE MOST COMMON ISSUE** for users not being able to access Blackboard**.**

- We recommend using either Google Chrome or Firefox when using Blackboard.

Reason 2: Incorrect browser settings

Clear your internet cache in your browser then restart your web browser. We recommend using either Google Chrome or Firefox to access Blackboard. Internet Explorer is not recommended for use with Blackboard. Make sure you clear ALL history.

Instructions for Clearing Cache:

- Mozilla Firefox
- Google Chrome

To test if this solution has worked, try accessing Blackboard through an incognito window first.

Reason 3: No Blackboard Account

- Blackboard accounts are typically created automatically when you enroll in a course. If you are not in a course in CaneLink, please verify with the registrar.
- You need to have a valid Cane ID in order to be able to log into Blackboard.

Reason 4: Incorrect Log-in Credentials

Sometimes users may have more than one Cane ID. Please be sure to use the most up to date Cane ID and password. Please contact Blackboard help desk if you do not have an account or the one you were given does not work.

Cane ID information:

- [CaneID account recovery page](#)

If you still cannot log into Blackboard please be sure to contact us or check our website and see if Blackboard is down. This rarely happens.

How do I make my Blackboard course available to my students?

You can make your course available to your students through course properties or Qwickly. Here are some videos to get started:

- [Learning Platform Teams Video: Qwickly Module](#)
- [Blackboard Video: Make Your Course Available](#)

How do I make sure that my students have access to my Blackboard course?

To review the list of students enrolled in your Blackboard course do the following:

- Click on Users and Groups
- Select Users
- Review the list

If you cannot find a student, [you will need to enroll them in your course](#).

What if Blackboard becomes unavailable? What tool should I use?

If Blackboard becomes unavailable we recommend using [Zoom](#) or [Microsoft Teams](#) to host your class online synchronously. Also, you can email your students of any updates or class instructions.

Prepare and download a backup working copy of your gradebook, via [Canelink gradebook](#), or [download grade data from Blackboard](#).

How do I create assignments via Blackboard? How do I have students submit?

The [Assignments tool](#) in Blackboard allows faculty to collect papers, responses to assigned reading, reports, projects, presentations or other text or file-based assignments through Blackboard. Once an assignment is created, a column is added to the [Grade Center](#) for faculty to review, respond and grade submissions. This [short video](#) and [guide](#) describes how to set up an assignment and provide feedback.

The upload assignment tool allows you to view and submit assignment attachments online. This tool can be placed in any content area in Blackboard, but many instructors will use this tool in the Assignment area of their Blackboard site.

Here is a handout from another institution on how students can upload assignments to Blackboard: [Uploading Assignments to Blackboard (Student Handout)](#)

How can I write equations on a test for students that I am preparing on Blackboard?
Blackboard testing has a math editor. Here are a couple resources:

How to Use the Math Editor:
https://help.blackboard.com/Learn/Student/Add_and_Format_Content/Math_Editor

How to Create Calculated Formula Questions:
https://help.blackboard.com/Learn/Instructor/Tests_Pools_Surveys/Question_Types/Calculated_Formula_Questions

How do I administer exams/assessments via Blackboard?

Please visit the University of Miami Assessment and Academic Integrity Guide to view key resources available to faculty and students on how to administer exams/assessments while promoting academic integrity.

Remote Learning Tools & Practices

What tools should I use for delivering my class online?
The University of Miami has acquired the license of several tools that you can use to deliver online class sessions. To deliver a virtual class you can use Blackboard Collaborate Ultra or Zoom. Both are video conferencing tools that will allow for screen sharing, chat, breakout rooms and more.

Blackboard Collaborate Ultra
- Get Started with Collaborate Ultra (handout)
- LPT: Collaborate Ultra (video playlist)
- LPT Wiki: Blackboard Collaborate Ultra (website)

Zoom
- Learn How to Use Zoom in Blackboard (handout)
- LPT: Zoom (video playlist)
- Zoom: Getting Started (website)

For office hours, in addition to Blackboard Collaborate and Zoom you can also use Microsoft Teams which allows you to private chat, videoconference, share files, and other collaborations.

Here is a chart that compares the features of each tool:

Feature	Blackboard Collaborate Ultra	Zoom	Microsoft Teams
Blackboard Integration	✔	✔	✘
Max. # Participants	500	300	250
Max. # Simultaneous Webcams	5 on screen	4 on screen	Up to 49 screen (gallery view)
Supported Browsers	Chrome/Firefox	Chrome/Firefox	Chrome/Firefox/Safari
Desktop Available	✔	✔	✔
Mobile App	✔ (Through Blackboard app)	✔	✔
Multiple Moderators	✔	✔	✔
Can Record Session	✔	✔	✔
Chat Feature	✔	✔	✔
Whiteboard Feature	✔	✔	✔
Screen Share	✔	✔	✔
Polling	✔	✔	✔
Recording Downloadable	✔	✔	✔
Share/Download Files	✔	✔	✔
Breakout Rooms (Group Work)	✔	✔	✔
Stylus (for iPad/tablet)	✘	✔	✔

Doing practice problems/ exercises is an important part of my teaching, how can I facilitate that in the online environment?

Zoom and Collaborate Ultra both have an interactive whiteboard that will allow for text and drawing.
- [Zoom- Sharing a Whiteboard (website)](#)
- [Whiteboards for Online Tutoring (video)](#)
- [Sharing Content | Blackboard Collaborate Ultra (website)](#)

You can also have students submit practice problems or exercises via Blackboard in the Assignments tab, or using the Discussion Board tool. Using the [Blackboard Discussion Board](#), faculty can create a forum where students can create a post and respond to their peers with text, files, images, video and audio. Task students to meaningfully post responses to readings, engage in a debate, share presentations, or submit the introduction to a paper for peer feedback. Set expectations about responses to peers, such as clarification questions, offering additional or alternative arguments and evidence. [This short video](#) and [guide](#) describes how to set up a forum (individual and group) monitor, assess and grade participation.

Will I need to continue labs or should I find an alternative? How can I simulate a lab experiment/session in the online environment?

For lab-based coursework that requires data analysis and in-class research, prepare sample datasets students can analyze using offline desktop applications or procedures. For students unable to complete lab exercises, but still need to complete reports, students can watch experiments via the [Journal of Visualized Experiments](#) or use [simulated virtual labs.](#) For field-trip based assignments, 360VR videos allow students to engage with real-life locations via a web-browser, from platforms such as [Alexander Street](#), [Within](#) and [YouTube](#).

What tools can students use to scan documents?

Students can use [Adobe Scanner](#) on their device (phone or iPad) to scan documents into PDFs. The application is free for students with the UM Adobe licensing.

Will I need to adjust my deadlines for assignments?

It is advised to review your course space assignments. Review the pace of instruction and examine what your teaching and learning priorities are during the closure (e.g. sharing lectures, facilitating discussion, collecting assignments, engagement in learning exercises). Make sure to communicate transparency with your students if/when you are adjusting your assignments for the course so they are aware.

Resources

Who should I contact if I run into technical issues with any of the software programs I choose to use?
Please contact the [Learning Platforms Team (LPT)](#) if you are in need of technical assistance.

https://lpt.it.miami.edu/
305-284-3949

Where can I find additional resources and suggested practices on teaching remotely?

The University of Miami Academic Continuity Guide provides options for faculty to teach and support students in times of disruption, and aims to complement administrative and departmental guidelines.

The guide also includes information on remote training sessions on tools like Blackboard Learn, Collaborate Ultra, Zoom, and Respondus LockdownBrowser/Monitor,

Are there some engineer specific tools or resources I can use?

Here are some additional outside tools and resources that are engineer specific. This list of resources will be continuously updated.

Step By Step Calculator
Free website that lets you write complex formulas.

Retain Engineering Students with Everyday Examples in Engineering (E³s)
This site hosts links to lesson plans and solutions; engineering ideas that can be used to illustrate engineering concepts; and demonstrations—including directions for building and using them.

Multisim
Resource/tool specific for circuits (there is a free version).

Facebook Group- Collaborative Discussion Forum
Created by the ASEE, this is a forum for engineering educators and professionals to assemble promising practices, brainstorm ideas, and share resources to help faculty, administrators, and staff rapidly adapt to remote teaching and working. You must have a Facebook account to access, and also ask for permission to join the group.

AccessEngineering
This site has great resources for students such as books, videos, spreadsheets and tutorials.

What if Canelink becomes unavailable. Where can I access my class roster and student contact information?

You can access your class roster from Blackboard. Under Course Management, go to users and groups and then click on users. All the students enrolled in your course will be listed.

How can I get a list of the students email addresses, who registered in my class from Canelink?

Canelink will allow you to see student email addresses if you send them an email from your class roster.
How to View Your Class Roster in Canelink

You can also get your student's email addresses from Blackboard.

How can I have my office phone directed to my cell phone via Jabber?

To get this set up you will need IT's help. Email UMIT at help@miami.edu to request that Jabber be set up for your office number. Provide them with your office number and the type of phone (Android or Apple). They will set it up for you and send you instructions for you to download to your phone.