



UNIVERSITY OF HARTFORD

Student Handout - Communication Tools

Email

To send email within Blackboard, go to **Communication** → **Send Email**.

Select one of the following:

- *All Users, All Instructors, or Select Users.*
- If you choose *Select Users*, highlight a name and then click on the right arrow to create your recipient list (see below).

To

Available to Select	Selected
Admin, CTDL Staff, FCLD Staff, FCLD Student, Sally Student1, Test Student2, Test Tassinari, Lisa Walker, Richard	
<input type="button" value="Invert"/>	<input type="button" value="Invert"/>

Move selected items to the right

Selecting Individual Users in Email

- Enter a Subject and Message.
- Add an Attachment (optional).
- Click **Submit**.

Although you can send email from Blackboard, you will have to leave Blackboard and log into your University email to read any messages sent to you from Blackboard. University Email:

<http://webmail.hartford.edu>.

Messages

Communication → **Messages** If your instructor has it enabled, *Messages* is a feature that provides each course with a private and secure system for communication that functions similar to email. Not all instructors use the *Messages* function, so you may want to check with your instructor before using this feature to send messages. NOTE: Messages cannot be sent to or received from users outside the course.

Roster

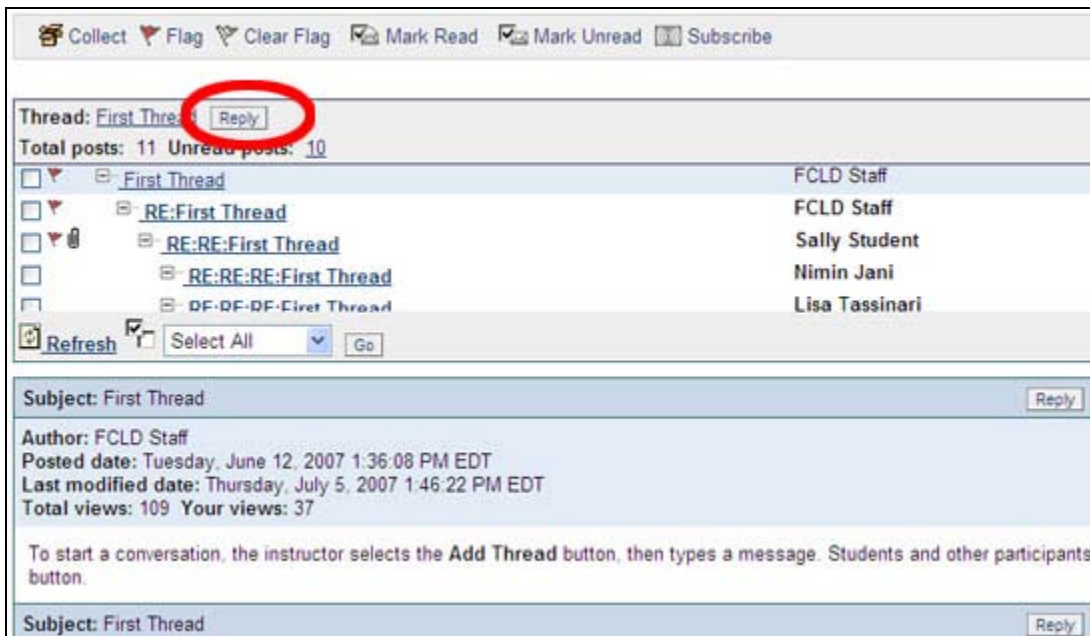
Use the search function to list the students in your course.

Group Pages

If your instructor is using groups, you can access your group using the **Communication** button and clicking on **Group Pages**. Your group name will be underlined. Only students assigned to a particular group may access the group pages for that group. Each group will have one or more of the following communication tools: discussions, the Virtual Classroom (chat), File Exchange (Digital Dropbox), and e-mail.

Discussion Board

1. Click on **Communication** → **Discussion Board**.
2. Access the forum by clicking on the forum name.
3. Read posts (messages) by clicking on the subject line of the post.
4. You can reply using the **Reply** button in the right corner.
5. If it's an option, new threads (discussion topics) are started by clicking the **Thread** button on the upper left. **NOTE: Be sure you are reading your instructor's post when you hit reply (if you are answering his or her question), otherwise you will be replying to a fellow student.**
6. Click on the **Subscribe** button in a thread to have thread messages sent to you via email.



Collaboration Tools: Virtual Classroom

From your Blackboard course, go to **Communication** → **Collaboration**.

- **Lightweight Chat** – a text based chat tool, similar to instant messaging.
- **Virtual Classroom** – this tool includes the text chat, but also allows you to share websites, pictures, and class materials.

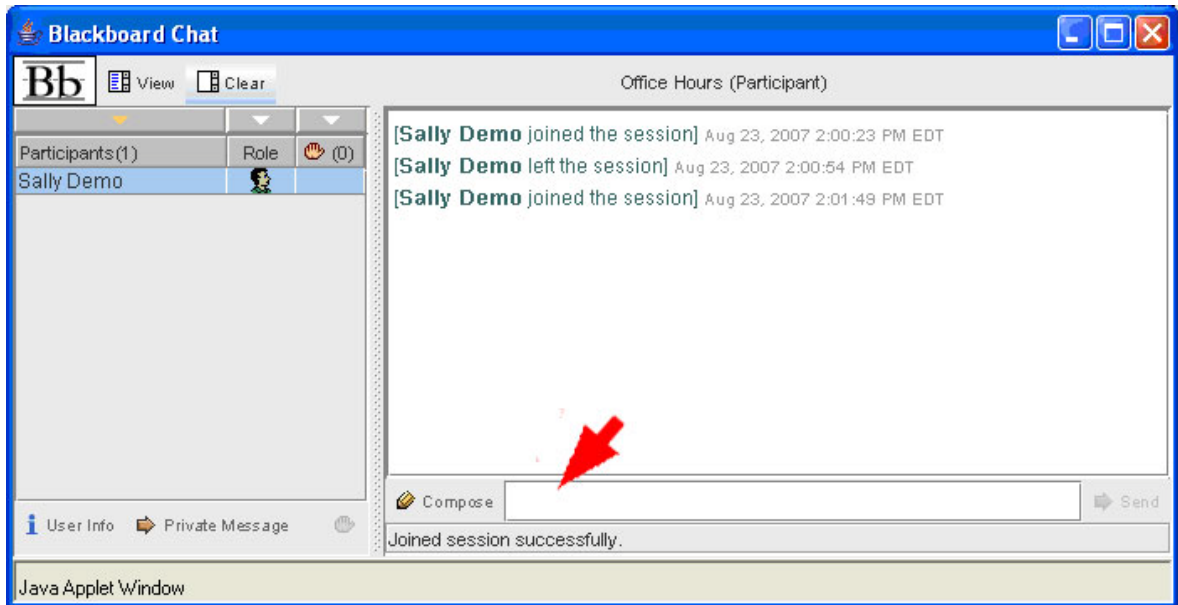
NOTE: You may be prompted to download the JAVA plugin. This is necessary in order to activate the chat tools. Turn popup blockers off as they will interfere with the chat tools.

Lightweight Chat

From your Blackboard course, go to **Communication** → **Collaboration**.

1. Select the **Chat** tool

- The left part of the screen displays chat participants. The chat text is in the white box on the right.



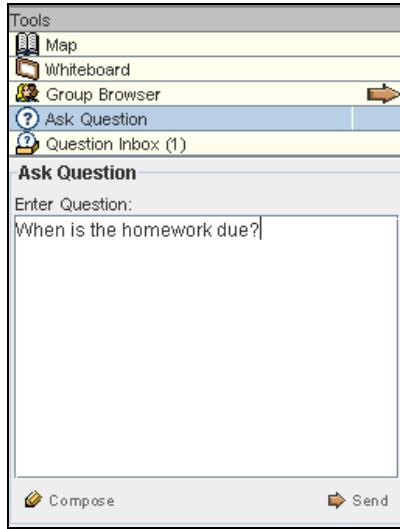
Chat Tool with Text Box

- Type your message in the compose text box and then hit **Send** or **Enter**.
- Click on **Private Message** to send a private message to someone.

Virtual Classroom

<p>Map – display a section of the Blackboard course.</p> <p>Whiteboard – draws graphics</p> <p>Group Browser – displays websites</p> <p>Ask Question – send questions to instructor</p> <p>Chat – text-based chat, similar to instant messaging</p>	
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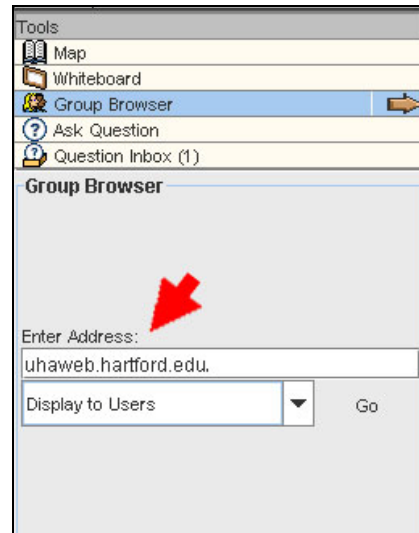
Virtual Classroom: Ask Question



To ask your instructor a question:

- Click on the **Ask Question** button.
- Type a question in the box.
- Click **Send**. The question will now appear in the “Question Inbox,” where the instructor can read and respond.

Virtual Classroom: Group Browser



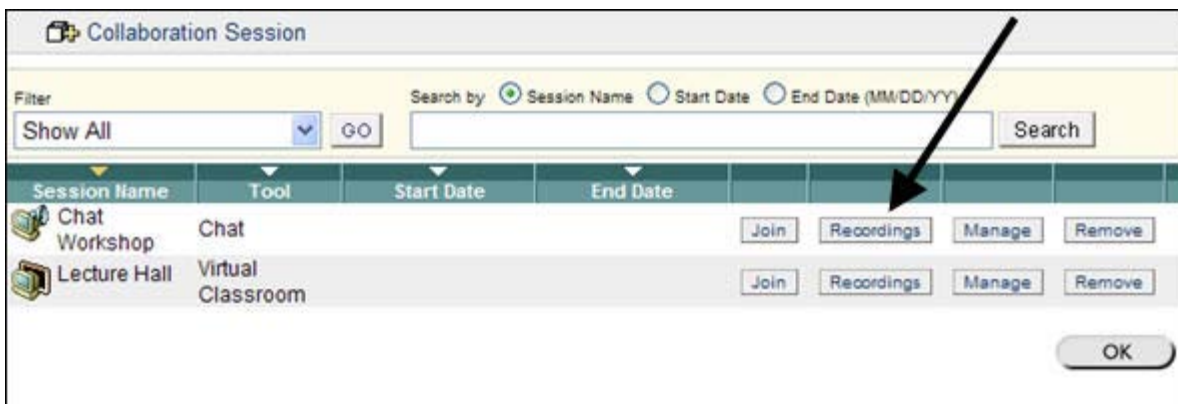
This feature can be used to display websites to the class.

- Click onto **Group Browser**
- Enter the website address and click **Go**
- The site will appear within the main window of the Whiteboard.

Accessing Archived Chat Sessions

Your instructor may record (archive) chat sessions that you can read at a later date if you miss a chat session. To access an archived chat session, do the following:

1. From the menu select **Collaboration**.
2. Locate the session with the recording you want to view (archives are listed next to the session).
3. Click **Recordings** to display the list of archives available for that particular collaboration session.



Accessing the Recording from a Collaboration Session

4. Click the name of the archive you need. The entire conversation will appear.

Session Recordings

▸ Back to Sessions

Search by: Recording Name Date created (MM-DD-YY)

Search

Recording Name	Date Created	Recording Duration (day:hr:min:sec:ms)		
Apr 16, 2007 Chat Training - 8:45 am	Apr 16, 2007 at 8:44 AM EDT	0:00:51:48:000	Manage	Remove
Apr 18, 2007 Chat Training - 5:30 pm	Apr 18, 2007 at 5:31 PM EDT	0:1:3:27:000	Manage	Remove

OK

Choosing a Recording

Getting Help with Blackboard - Students

If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact the Computer Support Center for further assistance.

ITS Help Desk – Computer Support Center

For general computer and Internet/network support questions (passwords, Internet/email problems, printer not working, banner, grades, etc.). The Computer Support Center has evening and weekend hours.

Phone: 768-5999

E-mail: its@hartford.edu

Website: <http://uhaweb.hartford.edu/its/>