UCA

Information Technology

http://www.uca.edu/it/
Helpdesk: 501-450-3107

All support/ maintenance will terminate for the Mainframe at midnight tonight!

06/30/2009

Upcoming events…

13 Jul: 10:00 - 11:30 GroupWise Calendaring

24 Jul: 4:00—?? Network Maintenance

10 Aug: 1:30 - 3:00 GroupWise Basics class

14 Aug: 1:30 - 3:00 Sophos security class

21 Aug: 4:00—?? Network Maintenance

18 Sep: 1:30 - 3:00 GroupWise Calendaring

12 Oct: 10:00—11:30 GroupWise Basics class

16 Oct: 10:00—11:30 Sophos Anti-Virus/ Spyware

9 Nov: 10:00—11:30 GroupWise Calendaring

Call the IT Helpdesk if you would like to attend a training session.

Items in this issue will focus primarily on Blackboard

Important Information regarding Blackboard

In order for IT to get your course sections setup on Blackboard, we need your course record number on CRN. This is the 5 digit number that appears with your course that used to be referred to as a "Sequence Number". Only upcoming semester CRN's will be sent to the URSA link. For other semesters, we will need the course name and number. Email your information to Tonya Mckinney tmckinne@uca.edu or Jennifer Harrell Jharrell@uca.edu. You will be notified via email when your CRN's are ready for content.

If you haven't already emailed your Fall 2009 CRN's to Tonya Mckinney or Jennifer Harrell, you may do so starting July 1. Please let them know if you need any of your sections to access one course shell, and if you have content that needs to be moved from the development server. You will receive a email notification when your CRN's are ready for content.

Faculty who need course development assistance with Blackboard can find tutorials on URSA on the "My Work" tab under the Instructional Development Center (IDC) channel. Go to the drop down menu at the bottom of the channel. Jan Hill in the IDC also provides one-on-one assistance for faculty.

Students needing assistance will need to contact the IT Helpdesk. Please inform your students to contact the Helpdesk at 501-450-3107 or via email at helpdesk@uca.edu .

Faculty or students experiencing technical difficulties with Blackboard should continue to contact the IT Helpdesk. There are certain types of information that are helpful for us to know when you contact us. If you are receiving and error message, click on your "Print Screen" button while the error is still on your screen. Open Microsoft Office Word and paste the screen shot into the new document. Email the file with a description of your problem. The course CRN, Your URSA login information and the approximate date and time you are experiencing the problem may also be needed. Common technical issues and scheduled maintenance on Blackboard will be addressed on the "My Blackboard" page under the Campus Announcements.

Important Notice: The Blackboard Development Server will be down on July 16 & 17, 2009 for upgrades. No access will be available during this time.

Helpdesk hours for Fall and Spring Semesters:

Sunday:	2:00pm-7:00pm
Monday thru Thursday:	7:30am-9:00pm
Friday:	7:30am-4:30pm
Saturday:	10:00am-7:00pm

Helpdesk hours for Summer Semesters:

Sunday:	Closed
Monday thru Thursday:	7:30am-4:30pm
Friday:	7:30am-4:30pm
Saturday:	Closed

The following is a checklist before attempting to login to Blackboard:
- Minumum OS—Windows XP
- Microsoft Office 2003 or higher
- Adobe Acrobat Reader 8.0 or higher
- At least a DSL/Cable connection

We also recommend that you:
- Turn off all pop up blockers
- Delete all your toolbars (yahoo,google,aol, etc…)
- Go to the following link and run the Blackboard tuneup.

http://www2.blackboard.com/tuneup