UNIVERSITY OF HARTFORD

## FACULTY CENTER FOR LEARNING DEVELOPMENT

Student Handout - Communication Tools

All of Blackboard's communication tools can be accessed by clicking on the **Tools** link in the menu of your Blackboard course.

Email

To send an email through Blackboard, click on the **Send Email** link and select one of the following:
- **All Users –** Sends an email to all members of a Blackboard course, including instructors.
- **All Groups –** Sends an email to all members of a Blackboard course enrolled in groups.
- **All Student Users, All Teaching Assistant Users** or **All Instructor Users –** Sends emails only to members of the course with the selected roles.
- **Select Users** or **Select Groups –** Allows you to select which course members or groups you would like to email. If you choose this, highlight a name and then click on the right arrow to create your recipient list (see below).
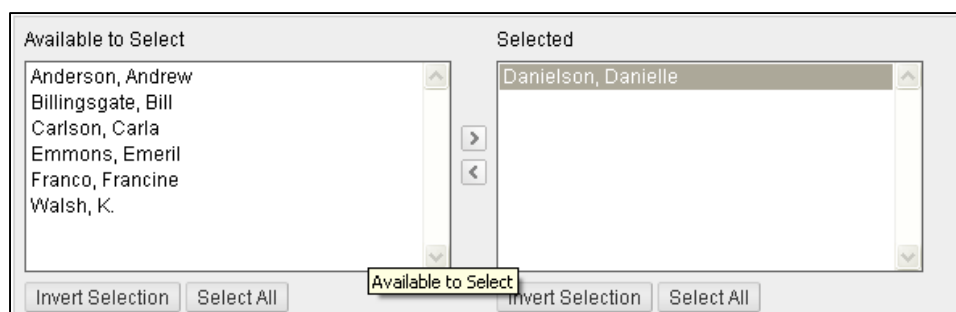
Selecting Individual Users in Email

- 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 your from Blackboard. University Email: https://outlook.com/hartford.edu.

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.
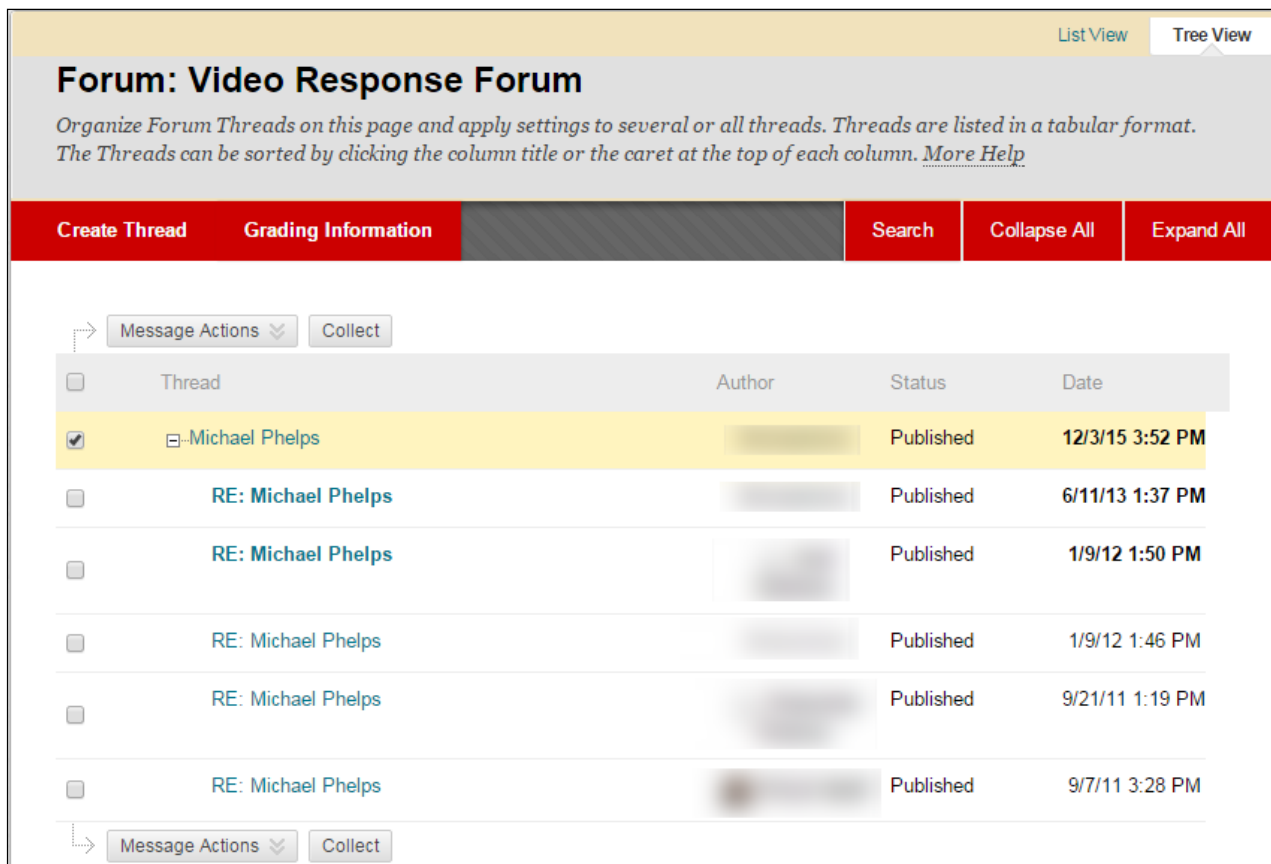
Roster

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

Groups

If your instructor is using groups, you can access your group through the **Tools** page. Your group name will appear as a link. Only students assigned to a particular group may access that group's page. Each group will have one or more of the following communication tools: blogs, wikis, discussion boards, file exchange or chat.

Discussion Board

1. On the **Tools** page, click on the **Discussion Board** link.
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 **Create 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.

Discussion Board Thread

Faculty Center for Learning Development (FCLD)
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.
Phone: (860) 768-4661 **Email:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Student Blackboard Support
The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).
Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

Information Technology Services (ITS) Help Desk
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu
Website: http://hartford.edu/ots

Media Technology Services (MTS)
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4357 **Website:** http://www.hartford.edu/mts