

# Orientation for Online Students

Distance Learning

mxccdistance@mxcc.commnet.edu

(860) 343 – 5756

Chapman 633/632

Middlesex Community College

Visit [www.mxcc.commnet.edu/distance](http://www.mxcc.commnet.edu/distance)

# Orientation for Online Students

- Log on to your Blackboard Vista course
- Read class materials
  - syllabus, course outlines, course content, assignments, announcements, calendar.
- Engage in communications
  - discussions, email, and chat.
- Online Quizzes/Exams\*
- Submit Assignments\*
- Tips for Success
- Resources and references
- Questions, Problems, and Help

# Blackboard Vista - NetID and Password

- All online and some on-campus courses at MxCC use Blackboard Vista.
  - **NetID:** [BannerID@student.comnet.edu](mailto:BannerID@student.comnet.edu) (Banner ID is your Student ID)  
*Example: 00707059@student.comnet.edu*
  - **Password:** The same password to log on to a **campus computer** at any of 12 Connecticut community colleges.
- If you have never logged on to a campus computer, the initial password is a combination of your first three letters of birth month (capitalize the first letter), the sign of &, and last four-digit of your social security number.
  - *For example, if you are born in April and the last four digits of your social security number are 4575, then your initial password is Apr&4575 (case sensitive).*
- After you have logged on with the initial password, you will be prompted to change to a new password. The new password **MUST** have 8 or more characters and satisfy 3 of the 4 rules as follows:
  - Upper case
  - Lower case
  - Numbers
  - Special character
  - *One example of a new password is Flower10 (case sensitive). Remember; do not use your name or birthday in the new password.*

# Forget Your Password

- Create a new password on your own at:  
[www.commnet.edu/netid/password.aspx](http://www.commnet.edu/netid/password.aspx) (You need to know your answer to the security question you chose previously)
- Stop by the following offices (Mon.-Fri., 9:00 am- 5:00 pm) with your Photo ID to request password reset:
  - Distance Learning, Chapman 633/632, (860) 343-5756
  - IT Service, Wheaton 304, (860) 343 – 5711
  - Record's Office, Founders 153, (860) 343 - 5724
  - Meriden Center, Staff Desk (4th floor), (203) - 238 - 6202
- For online students who are unable to come to campus during our office hours, use either of the two methods to request password reset.
  - a. FAX your request with **a photo ID** to (860) 344 – 7488. Write down the following in your FAX: Attention to: Distance Learning, your name, Banner ID, phone#, birth date, last four digits of your social security number, requesting to have your NetID password reset, signature, and Photo ID (Student ID or Driver's License). After you FAX the request, notify Distance Learning staff at [mxccdistance@mxcc.commnet.edu](mailto:mxccdistance@mxcc.commnet.edu). Your request will be processed during [Distance Learning](#) office hours.
  - Download the Password Reset Form at <http://www.mxcc.commnet.edu/images/customer-files/password-reset.pdf> fill out the form and fax it to the Record's Office at (860) 344 – 3055.

# Best Performance in Blackboard

- Before you work in Blackboard, there are a few things you need to do to ensure best performance in Blackboard.
  - Disable all pop-up blockers to allow the Blackboard window to open.
  - You need to have compatible JAVA plug-in and enable JAVA in your browser.
  - Once you are in myCommNet, click the **Blackboard Vista** icon in upper-right corner to access **My Blackboard** page.
  - Close out myCommNet window. This is to avoid time-out messages from myCommNet when you work in Blackboard.
    - Click **Logout** (in the upper-right corner of myCommNet window). Close myCommNet window by clicking the **X** sign.
    - Click **maximize** icon in Blackboard window to enlarge Blackboard window.
  - When working in Blackboard Vista, if you are prompted to either stay or logout in MyCommNet, click on **Logout**.
  - To hide courses in **My Blackboard** page, click **Edit** (pencil) icon at the upper-right corner of Course List column. Check the courses you don't want to display in My Blackboard and click the **Hide** button.

# Logon to Blackboard via myCommNet

- Open a web browser.
- Go to [my.commnnet.edu](http://my.commnnet.edu).
- Enter your **NetID** and **password**, click **Login**.
- Once you are in myCommNet, click the **Blackboard Vista** icon in the upper-right. Then click a course name.
- Once the Blackboard window opens, click **Logout** in myCommNet window and close myCommNet window.
- To go to another course, click **My Blackboard** (upper-right) and click the course name.
- When you are done with Blackboard, click **Logout** in Blackboard window.

# Home Page

Connecticut Community Colleges

Accessibility | Help

Build Teach Student View

BBG\*-F231 - 2050.108206-Business Law I

Your location: Home Page

Summer Online 2008, June 17 - August 14

Welcome  
Read First

syllabus

Course Content

Assignments  
Weekly Breakdowns

Discussions

Article Assignment

Quizzes

Help  
Help, Tutorials

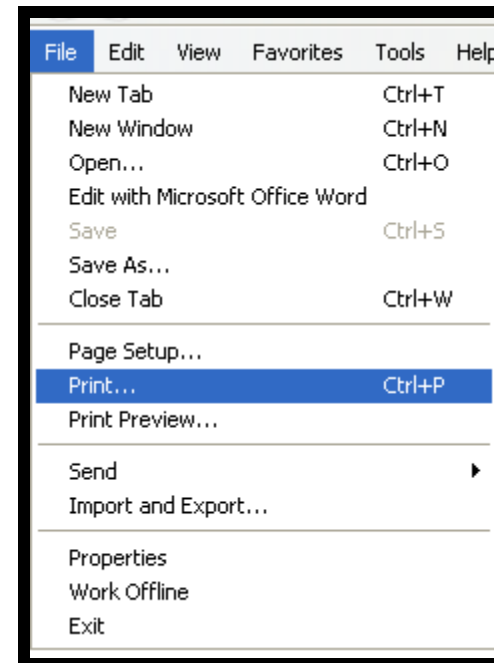
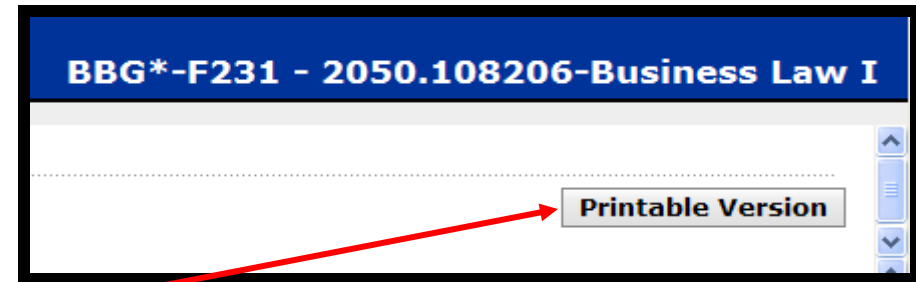
Resources

Middlesex Community College

- **Welcome:** a welcome message from your professor, overview of the course, online orientation, help information, student orientation.
- **Syllabus:** an overview of the class, course outline, grading, etc.
- **Course content:** outlines, lecture notes, etc.
- **Assignments:** weekly assignments
- **Discussions:** weekly discussion assignments, questions & answers.
- **Assessments:** online quizzes, exams.
- **Help:** Help contact, tutorials, FAQs.
- **Resources:** useful web sites such as library, distance learning, e-tutoring, etc.


# Syllabus

- Syllabus: overview of the class, course, requirements, grading, etc.
- To view the Syllabus, click the **Syllabus** icon.
- To print the syllabus
  - click **Printable Version** button at the upper-right corner.
  - In the new window of the syllabus, go to **File** and select **Print...**
  - Click **Print** to print the file.
- To save the syllabus
  - Go to **File** and select **Save As...**
  - Locate your class folder and click the **Save** button to save.



# Course Content/Assignments

The screenshot shows a web browser window displaying a course content page. The browser's address bar shows the path: < Your location: Home Page > Course Content > Unit I. The Legal Environment of Business > Session 1 > Chapter 1 Introduction to Law and Legal Reasoning. The page title is "Chapter 1, Introduction to Law and Legal Reasoning" and the section is "INTRODUCTION". The main content area contains three paragraphs of text. The left sidebar shows a "Table of Contents for Course Content" with a tree view. Annotations include red circles around the Home icon in the browser toolbar, the plus sign next to "Unit I. The Legal Environment of Business" in the sidebar, the link "2.1.1 Chapter 5 Intentional Torts" in the sidebar, the "Print" icon in the browser toolbar, and a red circle around the first paragraph of the introduction text.

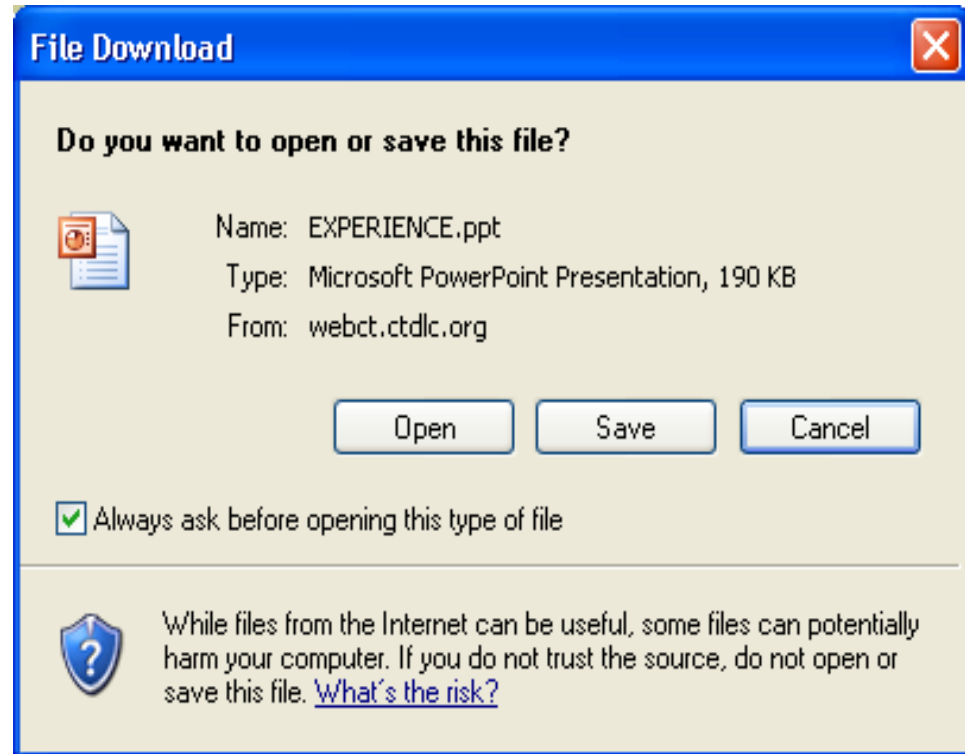
- Course Content: outlines, overviews, objectives, lecture PowerPoint files
  - Click the + sign next to a title heading to see more links.
  - Click a link in the left window to view a file.
- Print or Save a file in Course Content
  - Click the **Create Printable View** icon.
  - Check the box next to the file you want to print. You may check boxes for all the files you want to print.
  - Click **Continue** button at the bottom of the window.
    - To print the file, click **Print** button at the upper-right corner of the file window. The print dialog window opens and click **Print**.
    - To save the file, click **Save to File** button. Click **Save to Disk**. Locate the class folder that you will save the file and click **Save**. The file saved is in .zip format. To unzip the file, you may use WinZip.
- Go back to the Home Page
  - Click on the **Home Page** link or **Course Content** icon  .

# Files in Course Content

- Your professor may have MS Word file or MS PowerPoint files in Course Content module.
  - A MS Word file: Need MS Word or MS Word Viewer to open.
  - A MS PowerPoint file: Need MS PowerPoint or MS PowerPoint Viewer to open.
- If you don't have MS PowerPoint or MS Word on your computer,
  - Go to [www.microsoft.com](http://www.microsoft.com) to search for free MS Word viewers or PowerPoint viewers:
    - MS Word Viewer: download it and install it on your computer.
    - MS PowerPoint Viewer: download it and install it on your computer.
  - Save the file on your computer. Double-clicking the file will open it in the viewer.

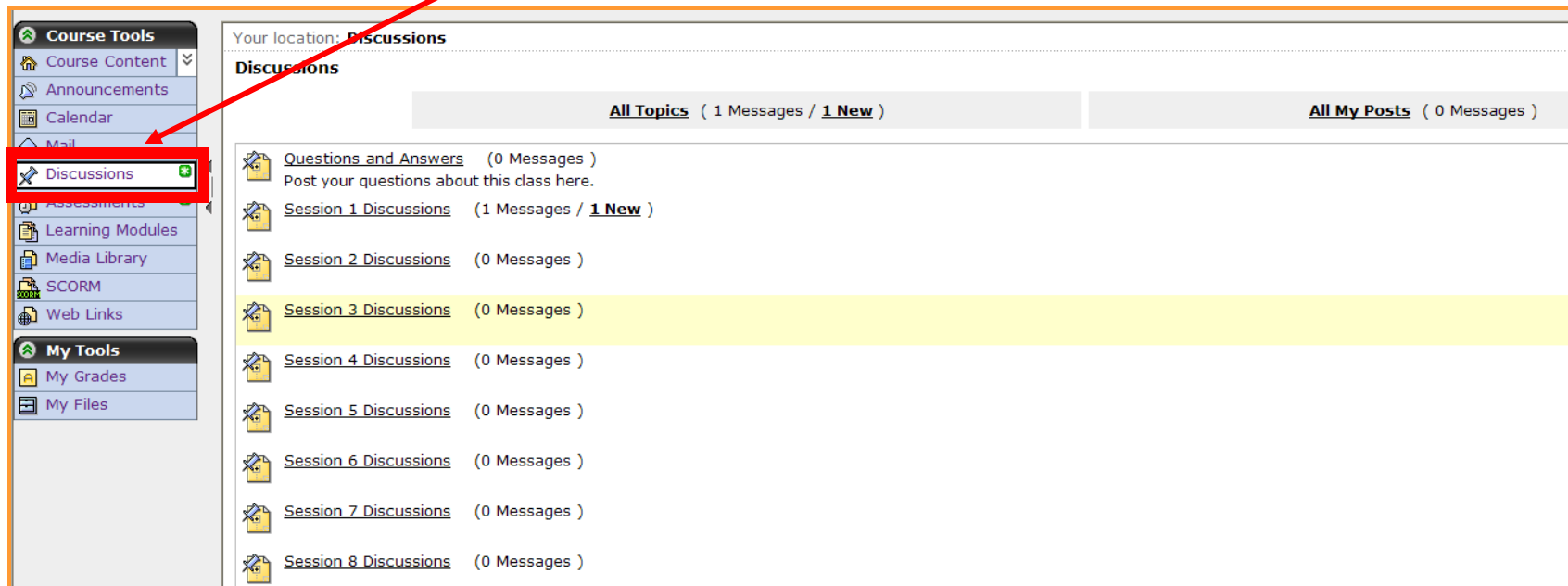
# View Files in Course Content

- PowerPoint File or Word File
  - Click the file link in the left window, you may be prompted to Open or Save the file\*.
    - Open a file:
      - Select **Open**, the file is displayed in Blackboard window.
    - Save a file:
      - Select **Save**, the file can be saved on your computer. Then minimize the Blackboard window. Look for the file on your computer and double-click on it.
  - Print the PowerPoint or Word file, it is strongly suggested that you save the file to your computer. Then open and print it by going to **File** and selecting **Print**.
  - You need to **turn off the Pop-up blocker** on the browser to open or save a PowerPoint or a Word file.



# The Discussion Board

- Messages posted on the Discussion Board can be seen by all students and the professor. Messages can be posted at a different location and different time.
- Click **Discussions** link on the **Course Tools**.



Your location: [Discussions](#)

## Discussions

[All Topics](#) ( 1 Messages / **1 New** )

[All My Posts](#) ( 0 Messages )

- [Questions and Answers](#) ( 0 Messages )  
Post your questions about this class here.
- [Session 1 Discussions](#) ( 1 Messages / **1 New** )
- [Session 2 Discussions](#) ( 0 Messages )
- [Session 3 Discussions](#) ( 0 Messages )
- [Session 4 Discussions](#) ( 0 Messages )
- [Session 5 Discussions](#) ( 0 Messages )
- [Session 6 Discussions](#) ( 0 Messages )
- [Session 7 Discussions](#) ( 0 Messages )
- [Session 8 Discussions](#) ( 0 Messages )

# Read a Discussion Message

- Click a topic, Session (or Week 1) 1 Discussions. You will see messages listed in the topic area:

Topic

The screenshot shows a web interface for a discussion forum. At the top, there are tabs for 'Build', 'Teach', and 'Student View'. The page title is 'BBG\*-F231 - 2050.108206-Business Law'. The main content area is titled 'Session 1 Discussions' and includes a 'Description (click to collapse)' section. Below this, there is a 'Create Message' button and a 'View Drafts' button. A table of messages is displayed with the following columns: 'Subject', 'Messages', 'Author', and 'Date'. The first message has the subject 'Welcome (New)', author 'Dawn Bradanini', and date 'June 3, 2008 10:04 AM'. Below the table, there are buttons for 'Mark as Read', 'Mark as Unread', and 'Create Printable View'. At the bottom of the page, there is a 'Next Page' button.

Subject

Author

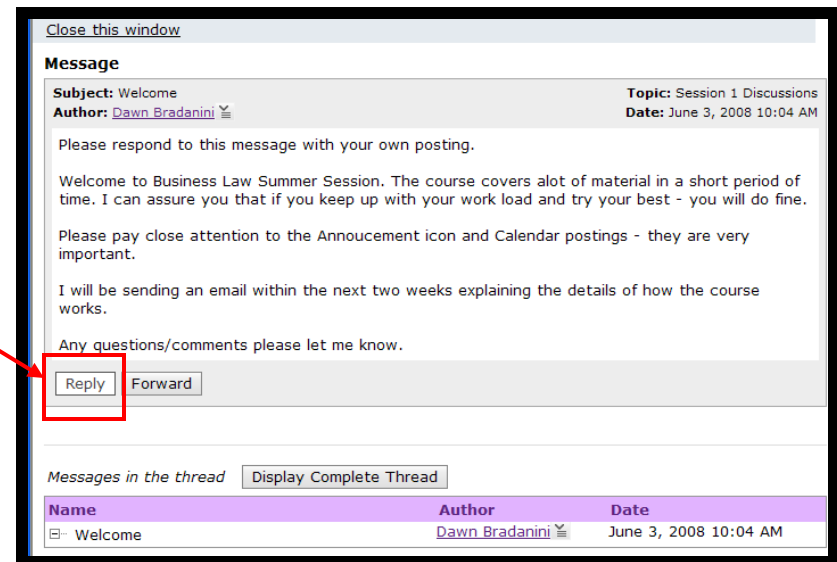
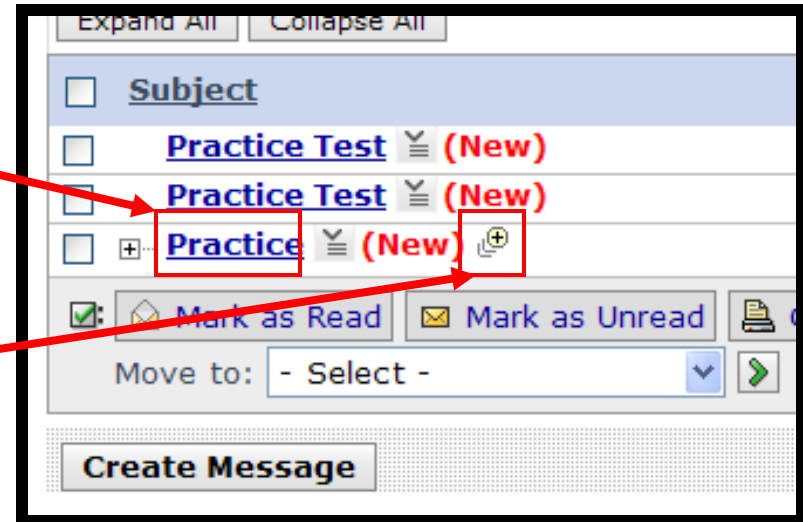
Date

- As default, you are able to view 10 messages in one page, to view more messages, click on the Next Page - green arrow at the bottom right corner.

The screenshot shows the pagination controls at the bottom right of the page. It includes a 'Page:' label, a dropdown menu showing '1 (1-10)', a green arrow pointing right, and a 'Next Page' button. A red circle highlights the green arrow.

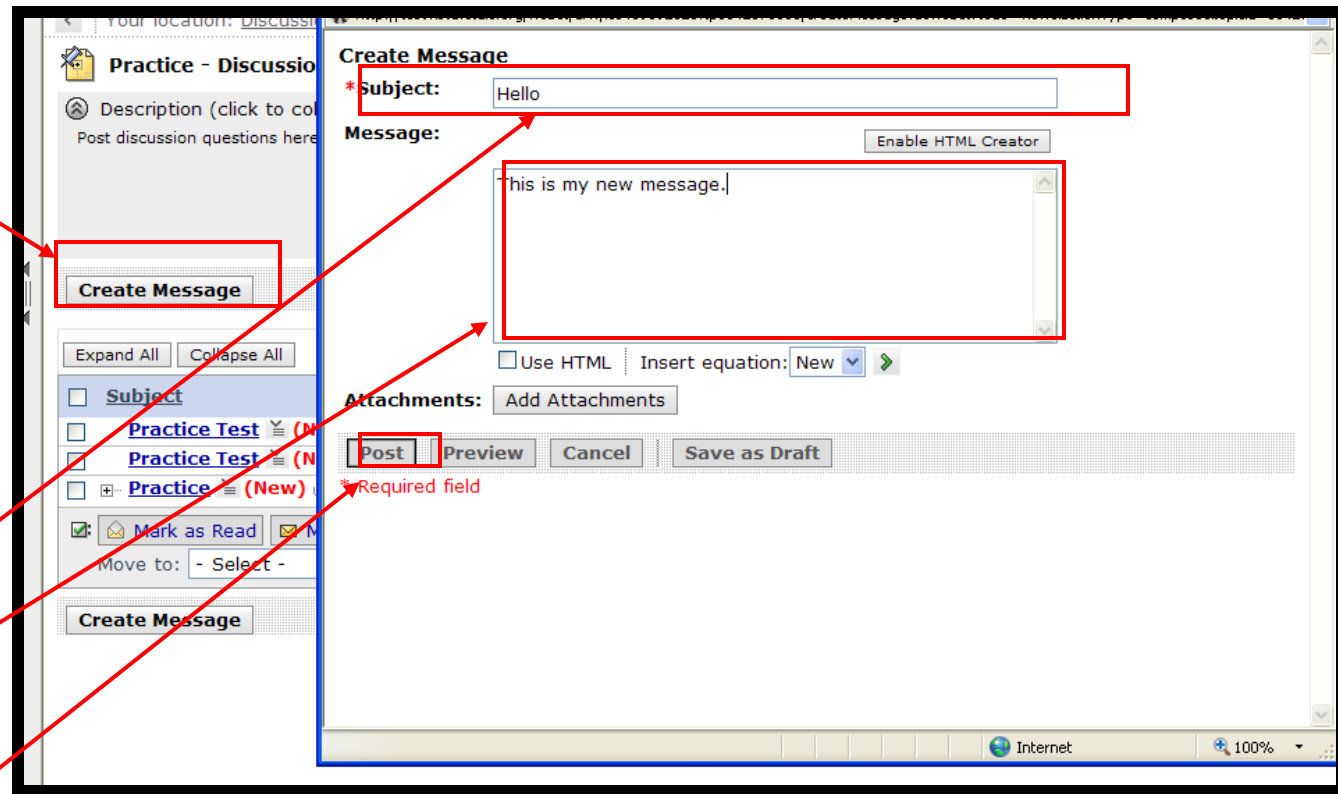
# To Read and Reply to a Message

- To read a Message, click on a message subject link.
- You may click on the **Display Complete Thread** in a New Window icon to display all messages in the thread.
- After you read a message, you click **Reply** button on the top of the message. Type the message. Click **Post** button. When you reply to a message, you will create a thread of messages.



# Post a Message

- Click **Create Message** from the Discussion screen.
- Type in the Subject and the Message and then Click **Post**.



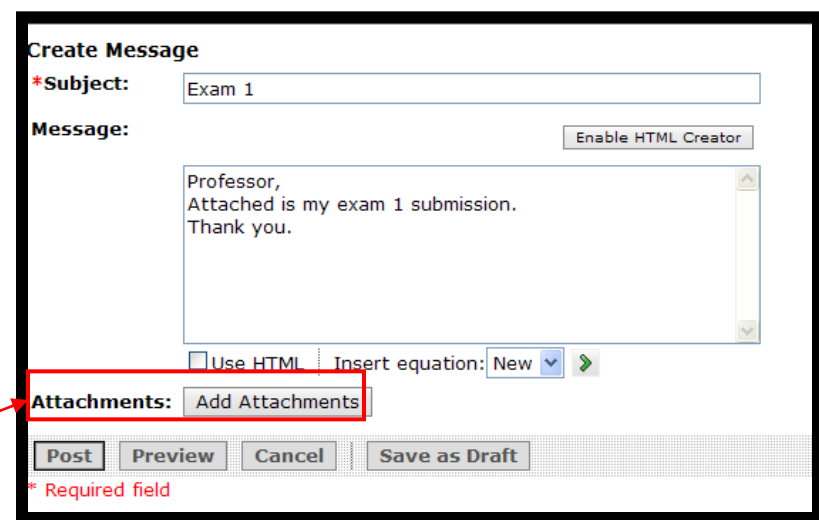
After you click on **Post**, the message will be shown at the top of the list of messages.

# Copy from a Word File to Discussion Board

- It is **highly** recommended that you draft your discussion assignment in a Word file and then copy/paste it to the discussion board. **Do not** use **Save Draft** in Discussions.
- Write your message in a Word file and save it to your computer. Keep the Word file open.
- Open a web browser and log on to Blackboard.
- Click on Discussions and click on a discussion topic board.
- Click on **Create Message**. Go to the Word file window, highlight all text and click on **Copy** (Word 2007) or hit **CRLT + C** on the keyboard.
- Go to the new message window. Right-click on the Message box and select **Paste**. Or click on the Message box and hit **CRLT + V** on the keyboard.

# Attach a File to the Message

- **Per your professor's request**, you may need to attach a file to a discussion message\* (Some English courses)
- Click **Add Attachments** button.
  - Click **My Computer** icon on left
  - Locate the file from your computer.
  - Double-click the file name. This will attach the file.
- After the file is attached, it is listed under **Add Attachments** button.
- Click **Post** button to post the message with the attached file.



**Create Message**

\*Subject: Exam 1

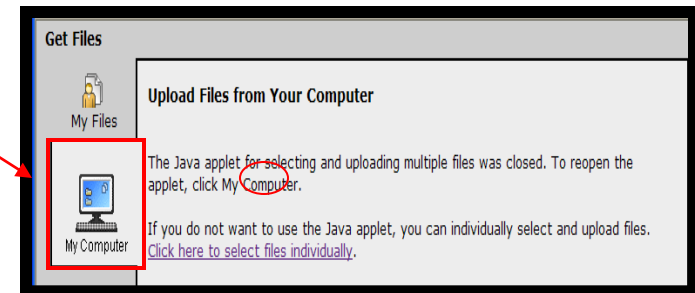
Message:

Professor,  
Attached is my exam 1 submission.  
Thank you.

Use HTML    Insert equation: New

**Attachments:**

\* Required field

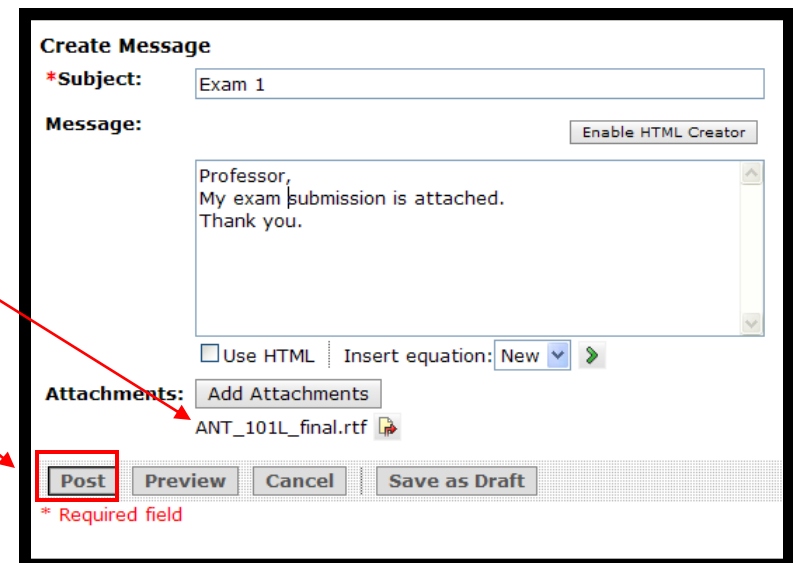


**Get Files**

**Upload Files from Your Computer**

The Java applet for selecting and uploading multiple files was closed. To reopen the applet, click My Computer.

If you do not want to use the Java applet, you can individually select and upload files. [Click here to select files individually.](#)



**Create Message**


\*Subject: Exam 1

Message:

Professor,  
My exam submission is attached.  
Thank you.

Use HTML    Insert equation: New

**Attachments:**

ANT\_101L\_final.rtf 

\* Required field

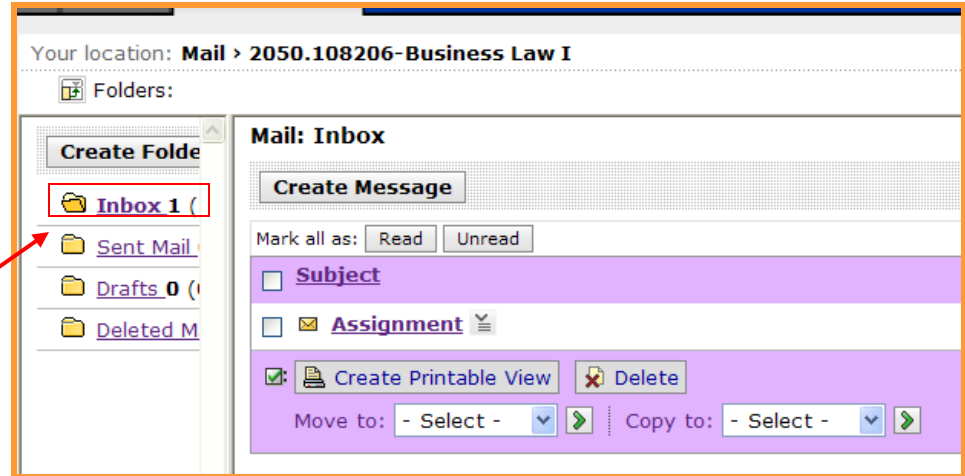
# Mail - Read a Message

- You may email a private message to your professor or a student enrolled in the class.

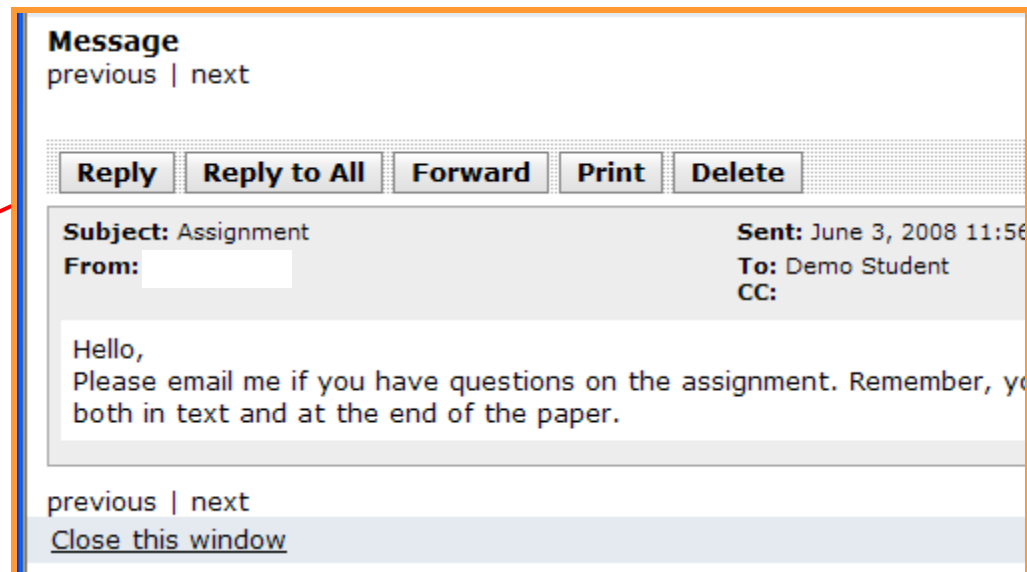
- Click **Mail** link from the **Course Tools**.



- Click the **Inbox** link. The messages (if any) will be listed. Click a message subject to read the message.



- Click **Reply** to reply the message.




# Mail – Reply to a Message

- To Reply to a message, click **Reply** button, type the message and then click the **Send** button.

**Create Message**

Browse for Recipients...

**\*To:**

Yi Guan 

**CC:**



**BCC:**

**\*Subject:** RE: Assignment

**\*Message:**  High priority

Professor,  
I need assistance with the citation for my assignment.  
Thank you.

| From: Yi Guan  
| Subject: Assignment  
| Date Sent: June 3, 2008 11:56 AM

Use HTML | Insert equation: New  

**Attachments:**

\* Required field

# Mail - Send a Mail Message

- From the Mail screen. Click **Create Message** button.
- Click **Browse for Recipients** button.
- To select one person, check the **To** box for that individual.
- When you have finished selecting your recipients click the **Save** button.
- You will see the selected recipients' names listed under the **To** box.

**Create Message**

Browse for Recipients...

\*To:

CC:

BCC:

\*Sub:

\*Mes:

**Select Message Recipients**

**Select Roles**



<input type="checkbox"/> To	<input type="checkbox"/> CC	<input type="checkbox"/> BCC	Role Description
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Section Instructors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Section Designers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Teaching Assistants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Students
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Auditors

**Select Individuals and Groups**

<input type="checkbox"/> To	<input type="checkbox"/> CC	<input type="checkbox"/> BCC	Name
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mickey Mouse
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Daffy Duck
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pikachu

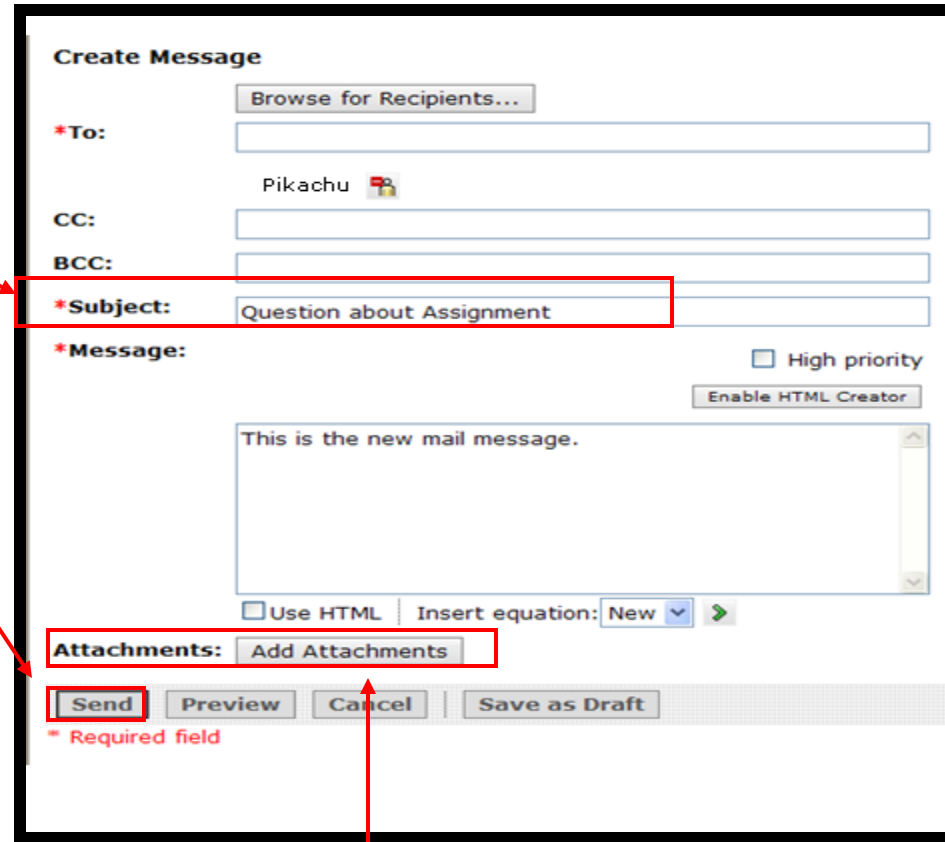
\*To:

Browse for Recipients...

Mickey Mouse  Pikachu 

# Mail - Send a Message

- Type in your Subject and your Message.
- Type your message.
- When you are done, click the **Send** button
- You may also add attachments to your Message by clicking the **Add Attachments** button.




The screenshot shows a 'Create Message' form with the following fields and controls:

- \*To:** A text input field with a 'Browse for Recipients...' button above it.
- CC:** A text input field containing 'Pikachu' and a small icon.
- BCC:** A text input field.
- \*Subject:** A text input field containing 'Question about Assignment', highlighted with a red box.
- \*Message:** A large text area containing 'This is the new mail message.', highlighted with a red box.
- Attachments:** A section with an 'Add Attachments' button, highlighted with a red box.
- Buttons:** A row of buttons: 'Send' (highlighted with a red box), 'Preview', 'Cancel', and 'Save as Draft'.
- Options:** A 'High priority' checkbox and an 'Enable HTML Creator' button.
- Footer:** A 'Use HTML' checkbox and an 'Insert equation: New' dropdown menu.

Red arrows point from the list items to the 'Subject' field, the 'Message' text area, the 'Add Attachments' button, and the 'Send' button.

\* Required field

# Attach a File in Email – Per professor’s request

- Click **Add Attachments** at the bottom of the message window.
- Click **My Computer** icon at bottom right.
  - Locate the folder where you saved the file on your computer.
    - Double-click the file; once uploaded, you will see the file name under the “**Add Attachments**” button.
      - Click  to remove the file.
- Click **Send** button.
- Your professor may ask you to submit a file in Assignment drop box instead.

Create Message

Browse for Recipients...

\*To:

Erin Mason

CC:

BCC:

\*Subject: Need help with Assignment

\*Message:  High priority

Enable HTML Creator

Hello,  
I need help with assignment 4. Attached is what I have so far but I'm stuck. What do I need to do next?  
Thank you for your help.

Use HTML Insert equation: New

Attachments: Add Attachments

Get Files

My Files

Upload Files from Your Computer

The Java applet for selecting and uploading multiple files was closed. To reopen the applet, click My Computer.

If you do not want to use the Java applet, you can individually select and upload files. [Click here to select files individually.](#)

My Computer

Enable HTML Creator

Hello,  
I need help with assignment 4. Attached is what I have so far but I'm stuck. What do I need to do next?  
Thank you for your help.

Use HTML Insert equation: New

Attachments: Add Attachments

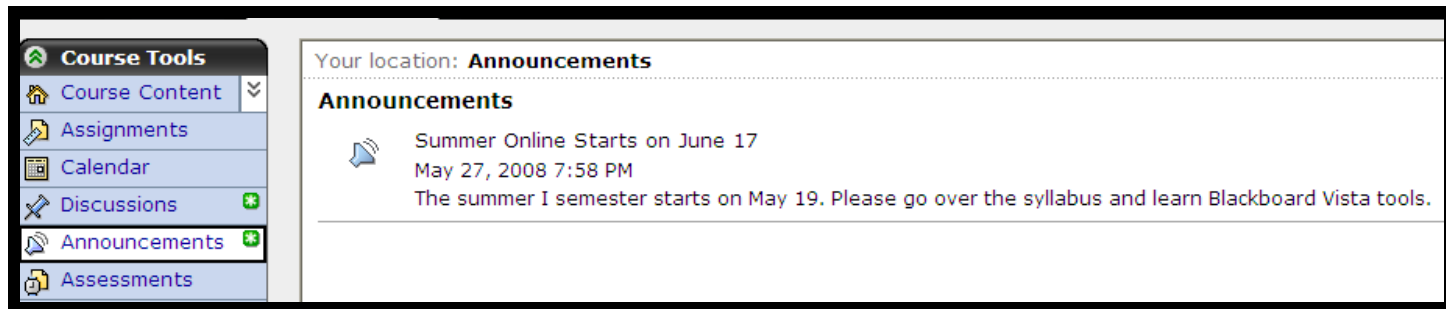
JSmith\_assign\_4.RTF

Send Preview Cancel Save as Draft

\* Required field

# Announcements

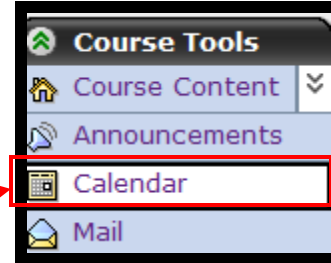
- Your professor may post an announcement in **Announcements** tool.
- When you log on to your course, you may see a pop up window with the message the professor posted. Enlarge the window to read the announcement.
- A green star by the **Announcements** icon indicates that new announcements have been posted by your professor. Click the **Announcements** icon from the **Course Tools** and read the announcements.



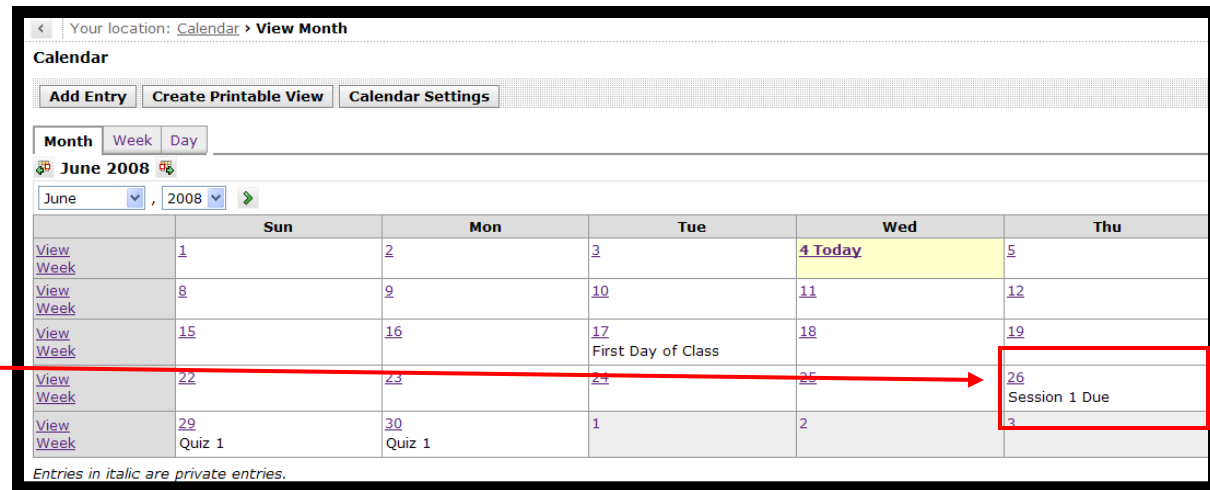
- Check the Announcements often when you log on to your course.

# Calendar Events

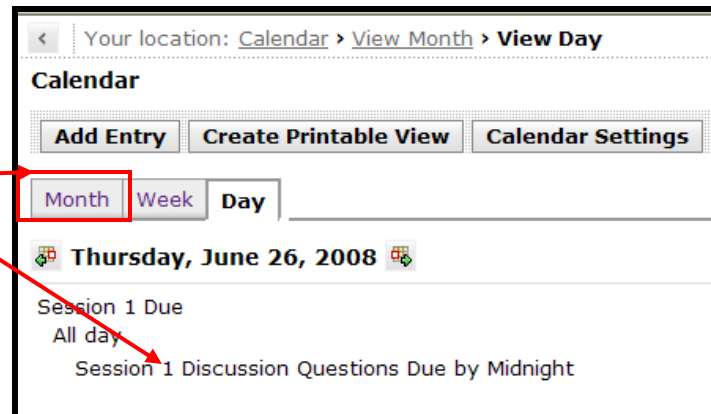
- Your professor may enter class activities (due dates, announcements) in the Calendar. Click **Calendar** from the **Course Tools**.



- You may see an event posted on a particular day. To see the full detail of the event, click on the **date**.



- Then you will see the detail of the event.
- You may click on **Month** tab to go back to the calendar monthly view.



# Online Assessments

- Assessments in Blackboard Vista refer to quizzes, exams, and tests in your online course.
- Click **Assessments** on the **Course Tools**.
- Click on the test title under Title.
  - You may see the starting time, ending time, duration, etc.
- You may click the **Instruction and Troubleshooting** button first to read important instructions about taking an online assessment.
- When you are ready to take the test, click **Begin Assessment** button. The **Begin Assessment** button is displayed when the quiz/exam is available. Once the Begin Assessment button is clicked, you must complete the exam within the time limit. **Logging out of Blackboard or turning off your computer will not stop the clock.**
- For **EVERY** question, after you select or type an answer, you need to click the **Save Answer** button.
  - You must click the **Save Answer** button for EVERY question. **Do not use Save All button in the end.**
- When you have answered all the questions, click the **Finish** button.

# Online Assessments

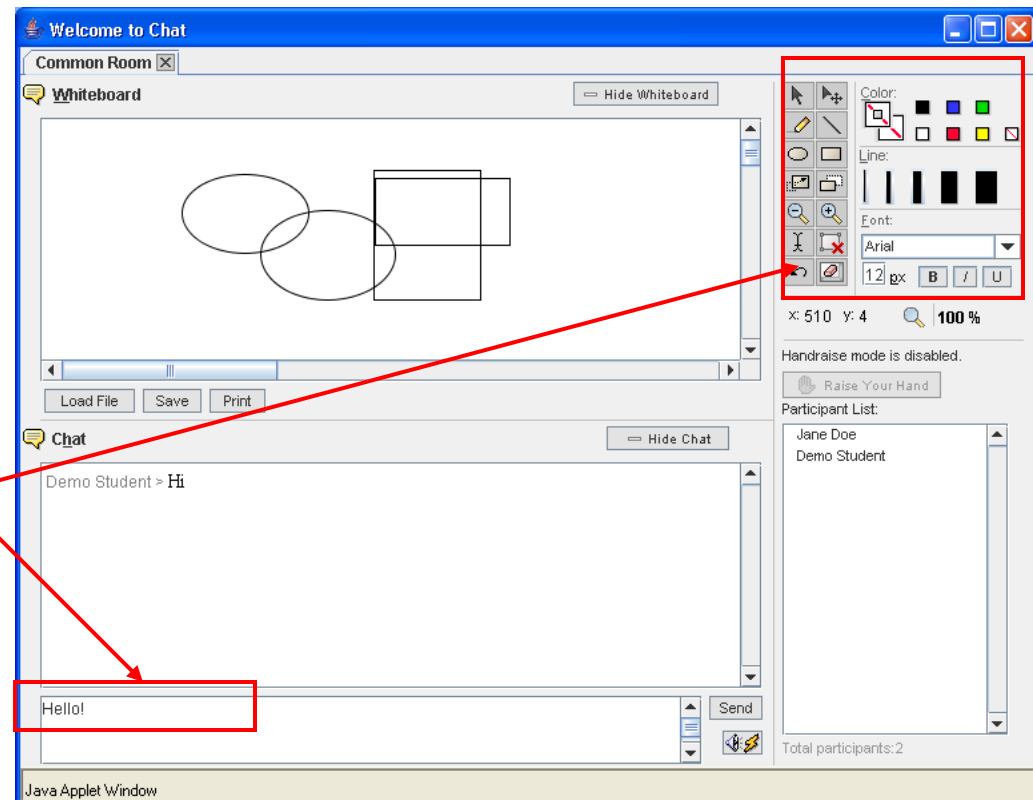
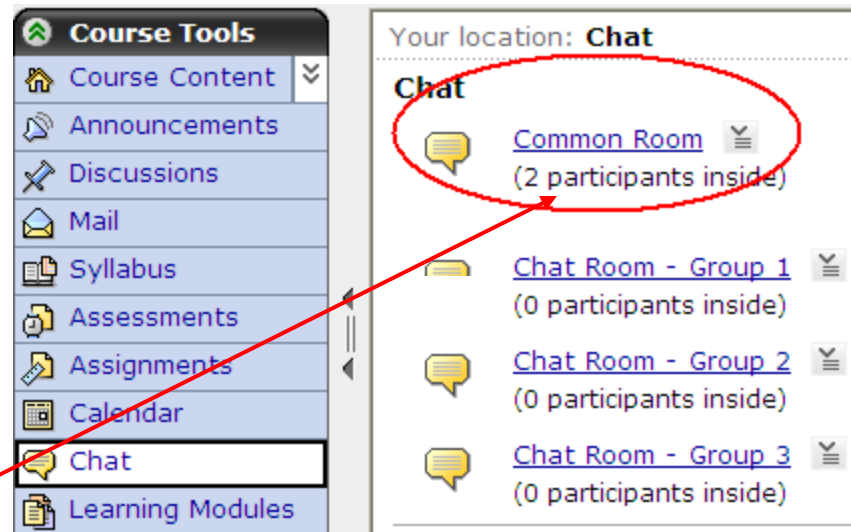
- If you are logged out or the computer crashes while taking the exam: close out your browser and reopen the browser. Or restart your computer and then log onto the exam to continue by clicking on **Continue** button.
- If you are blocked out of taking a test due to technical problems after you have clicked on Begin Assessment, contact your professor to give the Distance Learning staff a permission to reset your attempt. When the attempt is reset, your previous answers are erased, you have to resave the answers. So be sure to write down your answers before sending the request.
- You are to submit your test either when time is up or before it is due, whichever comes first. Late submission will result penalty.
- After you have submitted a test, check your test result either in Assessment – View Submission. If you do not see a grade, contact your professor.

# Submit Assignments

- Your professor may ask you to submit class work using an Assignment drop box. The assignment drop boxes are located in Assignments.
  - To access an Assignment drop box, click **Assignments** on the **Course Tools**.
  - Click the assignment title such as **Assignment1**.
  - Click **Add Attachments** icon.
    - Click on **My Computer** icon. Locate the file (or files) from your computer. Double-click on the file and the file will be listed above the **Add Attachments** icon. For multiple files, click on Add Attachments again and select other files.
  - You may enter notes to your professor in **Submission box** or **Comment box**.
  - Click **Submit** button at the bottom and click **OK** to confirm. After you clicked on Submit button, you may not be able to resubmit depending on the setting of the dropbox set by your professor.
  - You will see a confirmation page stating that you have successfully submitted your assignment. Click **OK**.
  - To further confirm that you have submitted the assignment, click the **Submitted** tab and you will see the Title of the assignment you just submitted. Click on the Title, you will see the file submitted waiting for your professor to review.

# Chat

- You may chat with your classmates or professor within a designated time period.
- Click **Chat** from the **Course Tools**. Then click the specified Chat room link to enter the Chat Room.
- When people log on to the Chat at the same time, you may type a message at the bottom of the window. Hit **Enter** from the keyboard to send the message out to the chat window.
- You may use various tools to draw shapes on the Whiteboard.



# MxCC Resources

- When you click the **MxCC Resources** link from the Home Page, you will see a list of web sites. Click a link to visit the site.
- MxCC Distance Learning site
  - Troubleshooting tips, technical help contact, etc.
- myCommNet
  - Student Self-Service: Check your class schedule, grades, transcripts, financial aid, etc.
  - Blackboard, library databases, and other information.
- MxCC Library
- E-Tutoring - *not available in summer term*
  - Math, accounting, science, and writing

# My Blackboard Window

- Click **My Blackboard** link at upper-right window, you will see a list of courses that you have registered at MxCC or other Connecticut community colleges. The small icons under the course title indicate that there are new items posted in the according tools the icons represent. These icons serve as an alert indicator.
- Click the **Course Title** under the current semester to enter the class site.
- Campus Bookmarks
  - Technical support contact information
- Campus Announcements

Welcome, Erin Mason. Today is June 4, 2008 10:05 AM EDT.

Channels Color Layout

**Calendar Day**  
All day  
Summer Session 1  
All day  
OD&D Classes Begin

**To Do List**  
You currently have no items.

**My Grades**  
You currently have no new grades.

**Course List**

- [MXCC - 1009.108106-Introduction to Anthropology](#)  
Section Instructor: John Ambenge  
My Role: Section Designer/Section Instructor
- [CSC\\*-F101 - 2069.108206-Intro to Computers](#)  
Section Instructor: Sandra Eddy  
My Role: Section Designer/Section Instructor  
108206: May 1, 2008-Aug 31, 2008
- [Blackboard Vista Orientation and Faculty Resources - BBVista Fac1](#)  
Section Instructor: Rhonda DeWitt, Tobi Krutt, Francine Skalicky  
My Role: Student
- [COM\\*-F101 - 2052.108206-Intro to Mass Communication](#)  
Section Instructor: Richard Lenoco  
My Role: Section Designer/Section Instructor  
108206: May 1, 2008-Aug 31, 2008

**Campus Announcements**  
You currently have no announcements.

**Personal Bookmarks**  
You currently have no bookmarks.

**Campus Bookmarks**  
[Blackboard Vista Resources for Faculty](#)  
[Blackboard Vista Resources for Students](#)  
[College Library Links](#)  
[Blackboard Vista Tech Support](#)

**Who's Online**  
[Crosslisted Courses](#) (8)  
[Middlesex CC \(7706\)](#) (9)  
[MXCC - 1009.108106-Introduction to Anthropology](#) (1)  
[CSC\\*-F101 - 2069.108206-Intro to Computers](#) (1)

# Learn Blackboard Vista Online

- Blackboard Multimedia Tutorials
  - [www.mxcc.commnet.edu/distance/orientation](http://www.mxcc.commnet.edu/distance/orientation)
- Blackboard Frequently Asked Questions
  - [www.mxcc.commnet.edu/distance/orientation/faq.shtml](http://www.mxcc.commnet.edu/distance/orientation/faq.shtml)
- Blackboard Vista Student Orientation
  - All online courses has a learning module labeled as Student Orientation that located under Help. From the course Home Page, click on **Help** and then click on **Student Orientation**.

# Common Questions and Problems

- Common problems
  - Logged on to myCommNet but when you click on the **Blackboard Vista** icon, the **My Blackboard** page does not show.
    - There might be a pop-up blocker on the web browser or software you use that block the Blackboard window.
    - Download the free Mozilla Firefox browser at: [www.mxcc.commnet.edu/distance](http://www.mxcc.commnet.edu/distance) (under **Download Center**, left column). Install Mozilla Firefox and turn off pop-up blocker.
  - Get to Blackboard site, but cannot use some of Blackboard Vista tools, such as email, discussions, and etc.
    - Download JAVA 1.6 plug-in at [www.mxcc.commnet.edu/distance](http://www.mxcc.commnet.edu/distance). Under **Download Center** (middle-left of the page).
    - Install the Java 1.6 plug-in to your computer.
  - More troubleshooting tips can be found at: [www.mxcc.commnet.edu/distance](http://www.mxcc.commnet.edu/distance), click on **Troubleshooting Tips** under **Technical Help** (left column).

# Technical Problems-Help Desk

- Whenever you encounter technical difficulty in Blackboard or MyCommNet, visit the technical support at:
- <http://www.commnet.edu/portal/help>
  - Phone# (866) – 940 – 1928 (toll free)
  - Knowledge base
  - Ticket submission
  - Live Chat
  - This Help Desk provides all day, year round support for the technical troubles you have with Blackboard Vista or MyCommNet.
- Should technical problem persists, contact MxCC Distance Learning office during our office hours, Mon-Fri, 9:00 am – 5:00 pm
  - 860-343-5756
  - [mxccdistance@mxcc.commnet.edu](mailto:mxccdistance@mxcc.commnet.edu)
  - Chapman 633/632
- Questions on the course content, contact your professor.

# Being a Successful DL Student

- Bookmark the MxCC Distance Learning site for help contact and online learning resources.
- Take the SmarterMeasure (READI) test to evaluate your readiness of online learning. Identify your strengths and weaknesses from the test result and look for resources that help you improve weaknesses.
- Read the class documents and follow the instructions closely.
  - Syllabus gives you an overview about the course. Use the syllabus as your primary guidance for all class assignments.
  - Download the syllabus and assignment files to your computer.
- Keep pace with the class assignments.
  - Follow the instruction from your professor about the correct way of submitting assignments.
  - Follow the deadlines your professor sets.
  - Do not put assignments off till the last minute.
- When you have class questions, ask your professor.
- Have an alternative plan to access Internet in case you have technical difficulty at home.
  - Local library or schools, friend/relative home.
- Do not use a mobile device (e.g. iPhone, iPad) to submit assignments. You may use it for browsing class information.

# Blackboard Contingency Plan

- Technology does fail from time to time. To cope with technology failure, you are highly recommended to do the following:
  - Provide an up-to-date email address in myCommNet at: my.commnet.edu and update it if changed.
  - Become a fan of MxCC Distance Learning at facebook.com.
  - Download the class syllabus, content files, and homework assignments from Blackboard to your computer.
  - Refrain from waiting until the last minute to do assignments.
  - When there are technical troubles with Blackboard, visit the Technical Support Center at <http://www.commnet.edu/portal/help>. You will see the phone# (866-940-1928), live chat, knowledge base for support. This support center runs 24x7, 365 days a year.
  - When you encounter technical problems and miss out class assignments, notify your professor immediately.
  - When Blackboard Vista is not available
    - Read the textbook, syllabus, and content files offline.
    - Complete reading and assignments offline.
    - Communicate with the professor via the external email account.

# Distance Learning at MxCC

- [www.MxCC.commnet.edu/distance](http://www.MxCC.commnet.edu/distance)
  - List of online distance learning classes
  - How to register online classes
  - What to do prior to the start of a semester.
  - READI (SmarterMeasure) – Self-assessment of online learning readiness
  - Trouble-shooting tips, technical help, financial aid, online tutoring, etc.
- Orientation for Online Students
  - [www.mxcc.commnet.edu/Content/Online\\_Orientation.asp](http://www.mxcc.commnet.edu/Content/Online_Orientation.asp)