



UPDATES

PD Webinars

The CIT will be offering Blackboard professional development webinars & help sessions in April on Bb tools (Bb Basics, Assignments, Tests) and Kaltura. Click [HERE](#) to see a listing of the webinars being offered and to register.

Summer 2023 Courses Available

Summer 2023 courses are available in Blackboard. Blackboard courses will be made available to students three days before your course's start date. If your students need access to your Blackboard course earlier than three days before the current start date, please contact the Registrar's Office and request a change to your course start date.

New CIT Blackboard for Faculty and Students Website

Please visit our new [Center for Instructional Technology](#) RIC website to learn more about who we are and what we do. We have also created new Blackboard support pages for faculty and students. You can find these links on our CIT home page at the above link, but we are also including the direct links below:

Blackboard for Faculty

- [Blackboard for Faculty](#)
- [Blackboard How-tos](#)
- [Blackboard Documentation](#)

Blackboard for Students

- [Blackboard for Students](#)
- [Blackboard Student Documentation](#)

New Blackboard Service Request Forms

There are new/updated Blackboard service request forms (Course Merge request, Course Restore request, Bb consultation, etc.) within the [RIC Support Ticket System](#). When you click the [Submit A Ticket](#) button, follow the below steps to access the Blackboard service request forms:

1. Click **"IT and Network Support"**.
2. Click **"Blackboard Support and Professional Development Requests"**.
3. Click **"Blackboard and Instructional Technology Service Requests"**.

Adding Users to Your Academic Course

Instructors can now add other faculty to their Blackboard courses without needing to put in a ITS Help Desk service ticket. (Watch this how-to video on [adding users to your academic course](#))

One-on-One Consultations

The Center for Instructional Technology team is always available to meet with faculty via one-on-one consultations. To schedule a consultation, please [submit a work order](#).

CIT Support Communication via Support Service Ticket System

Please remember to always put in a ticket when requesting Instructional Technology assistance by contacting the IT Help Center or by [putting in a ticket yourself](#) in place of emailing one of the CIT members individually. When a ticket is put in, all of the CIT team members see your request, unlike a direct email. If the team member you email is out sick, on vacation, in a meeting, etc., the other team members will not be informed of your request.

All of our communication regarding your ticket requests will be through the tickets that you put in. Every time we add a comment, questions, etc. to a ticket, you are notified via email and can see our updates. We request that you also reply through the ticketing system in place of email.

Zoom LTI Tool in Blackboard

The [Zoom LTI tool](#) is available as a tool link within your course menu. The tool allows you to [create/manage Zoom Meeting links on your course menu](#) and/or within a content area. Instructors and students will then be able to join meetings from within your Blackboard courses.

Zoom Recordings

Zoom cloud recordings are retained for **180 days**. Any recordings older than 180 days are then moved to the trash **for 30 days**. If you have not recovered the recordings before the 30th day, they will be permanently deleted.

[How to Recover Your Deleted Zoom Cloud Recordings](#)

[Downloading Your Zoom Cloud Recordings](#)

[Upload Recording \(Video\) to You Kaltura My Media](#)

[Creating My Media Video Links within Bb Courses](#)