Technology Information and Assistance

Help Desk and Services

In the event that you need help with any technology issues in this or any other course, please click the link in Blackboard labeled "Assist" that will direct you to needed resources. Additionally, if you need assistance with Blackboard, click the "Bb Help" link within the course.

System Requirements for Blackboard Learn

Minimum Requirements

To access classes and complete course work using the core features of Blackboard Learn, your system must meet these minimums. However, additional hardware specifications, software, or browser plug-ins may be required to complete course work as assigned by some instructors or programs. It is the student's responsibility to check with instructors/programs for special technology requirements.

•	Operating System: Windows 8 or newer; Mac OS 10.12 or newer

o	NOTE: Chromebooks operate with the Chrome OS, which is not supported by Blackboard Learn, although you may experience success with some features. Please do not plan to rely solely on a Chromebook for your course work; you must ensure access to a device running a full-featured operating system within the supported versions noted above.

o	NOTE: Although you can perform many tasks in Blackboard Learn on a mobile device (iPad, iPhone, Android tablet or phone), either through a mobile browser, or the Blackboard mobile application, not all of Learn's features support a mobile format. As such, you cannot rely solely on a mobile device to fully complete course work and must ensure access to a device running a full-featured operating system within the supported versions noted above.

•	Processor: 1 GHz or faster

•	RAM: 2 GB or higher

Screen resolution: 1024 x 768 or higher

Internet connection: Download speed of at least 1.5 Mbps

If you are using a satellite Internet provider, you may experience timeouts, IP address issues, session problems, or course mail issues caused by latency. Please try to use a different provider when accessing Blackboard Learn.

Recommended Browsers

For best performance, use Mozilla Firefox or Google Chrome (Preferred).

Browser Settings

Enable third-party cookies

Enable Javascript

Disable pop-up blocker

You may leave the browser's pop-up blocker enabled if you add an exception for "https://blackboard.wvup.edu/"
Please note that with this approach, you may find it necessary to create additional exceptions for other third-party websites that may be required for course work

Additional Software

Microsoft Office is required for most assignments in Blackboard Learn. Please note that Blackboard Learn does not support Google Docs, OpenOffice, or Apple's versions of the Office apps, such as Pages, Numbers, and Keynote.
Check your current browser's compatibility with Blackboard.

Technology and Technical Skill Requirements

Technology Requirements

WVU at Parkersburg uses BlackBoard Learn to deliver online coursework and Blackboard will be actively utilized in this course. Students will be required to access the site from the computer lab or home computer for study guides, quizzes and exams, lecture notes, online supplemental assignments, and asynchronous discussions. Students are required to log in daily to check for important announcements. A Blackboard access code will be provided. Access to the Blackboard Learn Accessibility Statement can be found here: Accessibility Statement

Technical Skills Required:

- Ability to navigate and access all components of the learning management system

- Creating and submitting files in commonly used word processing program formats

- Browse the Internet

- Browse for a File

- Download and Upload files

- Download and Install software

- Post and reply in a discussion forum

- Send and receive email with attachments

- Utilize video conferencing such as Zoom

Accessibility and Assistance

Accessibility and Assistance

The Office of Disability Services is committed to helping qualified students with disabilities achieve their academic goals by providing reasonable academic accommodations under appropriate circumstances. Appropriate accommodations are based upon both documentation of a disability and the significant functional limitations supported by diagnostic test data.
If you anticipate the need for an accommodation in order to participate in this class, please advise the course instructor and make appropriate arrangements with the Office of Disability Services, Room 1019, or at 304-424-8378. They will assist you in getting the resources you may need to participate fully in this class.

WVU Parkersburg uses the Blackboard Learn learning management system to deliver course resources and instruction. Follow this link to see Blackboard Learn's accessibility features:
https://help.blackboard.com/Learn/Student/Accessibility/Accessibility_Features.
WVU Parkersburg uses the Google Apps for Education suite to support students. Follow this link to see the accessibility features of Google Apps (Gmail, Calendar, Drive, YouTube, etc.):
https://www.google.com/accessibility/products-features/.
Some classes use the Zoom web conferencing tool. Follow this link to see Zoom's accessibility features:
https://zoom.us/accessibility
Some classes use the Pearson MyLab Math resource. Follow this link to see MyLab Math's accessibility features:
https://www.pearsonmylabandmastering.com/northamerica/mymathlab/accessibility/index.html

Zoom Resources for Students

Zoom Resources for Students

WVU Parkersburg uses the Zoom web conferencing system to deliver online lectures and conduct online discussions. It is also utilized by other campus offices like the Tutoring Center if an in-person meeting is not viable.

Here is a link to the Zoom Accessibility Statement

Here is a guide on how students can access Zoom course meetings in BlackBoard.
Students Using Zoom in Bb 9-1-21.pdf

Zoom is available for use in your classes inside Blackboard, or you can use it yourself to meet with other students to form study groups, conduct meetings for campus clubs, and other needs as well. Support is provided for both scenarios below:

Here is a guide for students so that you can use Zoom to create and schedule your own study group meetings   (for group projects, studying, etc.).

[Student Uses for Zoom.pdf](#)
 Here is some additional information for Zoom support should you need it:
WVUP

[Zoom Basics](#)

[Using Zoom in Blackboard](#)

[Using Zoom as a Student](#)

Zoom

[Zoom Meetings Resources](#)

Respondus LockDown Browser Resources for Students

WVU Parkersburg uses Respondus LockDown Browser and Respondus Monitor to facilitate exam proctoring inside BlackBoard Learn

Lockdown Browser uses a special browser that deactivates most computer functions during a test: chat, screen captures, copy/paste, printing, searching the Internet and more. Students can only take the test. This makes it harder to cheat and helps preserve the integrity of low stakes tests. It is also a good option for a lab space that does not have webcams.

Monitor is for higher stakes exams where a proctor is unavailable or where a recording is needed, and requires a student webcam with microphone. Monitor records the student taking the test and flags concerns in the video for faculty to review later. Services also include ID checks, photo matching, and environment checks where students have to show their room through the webcam before they start the test.

Support

A **Respondus Student Quick Start Guide** is attached that addresses both products and is specific to WVU Parkersburg. [Respondus Student Quick Start Guide.pdf](#)

The following video and website explain the products in more detail, and are designed to get you up and running quickly:

- [About Lockdown Browser and Monitor](#) (Video 2:24 min)

- [How do I Install Lockdown Browser?](#)

Link to download Respondus LockDown Browser and Respondus Monitor Desktop App *(NOTE: Respondus LDB does not support Chromebook)* https://download.respondus.com/lockdown/download.php?id=178844989

Here is a link to the [Respondus LockDown Browser Accessibility Statement](#)

Netiquette Tips

The rules for online learning and classroom learning are virtually the same: You have to study, take notes, attend classes and participate in discussions. In the classroom, your words, gestures, posture and facial expressions communicate your thoughts and observations to your classmates and teachers. But how do you express yourself online, where the written word is all they see?

During your online degree program, you will frequently be asked to participate in online discussions and will occasionally do peer reviews of your classmates' work. Here are 10 rules of netiquette that will help you successfully communicate as you learn online.

1. **Make sure identification is clear in all communications**. Begin with a salutation ("Hi, Jason!") and end with your signature ("Hannah Kay, Criminology 101").

2. **Review what you wrote and try to interpret it objectively.** When we speak face to face and are misunderstood, we have an on-the-spot opportunity to rephrase our words. In writing, we must strive twice as hard to be understood, as we do not have the benefit of modifying or elaborating in real time. All caps ("I'M SHOUTING") and exclamation points ("Give me a break!!!") can be misinterpreted as intense anger or humor without the appropriate context.

3. **If you wouldn't say it face to face, don't say it online.** When you're working online, you're safe behind a screen, but that's no excuse to be ill-mannered or say things you would never say in public.

4. **Don't assume everyone understands where you're coming from.** Sarcasm and wit is often the spice of in-person conversation, but in online discussion, it can not only lose its edge, it can bite! In your high school classroom, all students were the same age, came from similar backgrounds and lived in the same area. In contrast, your online classroom is made up of people of all ages and cultures who have varied backgrounds, lifestyles and geographic locations. With this in mind, review what you wrote before contributing to the conversation and ask yourself, "Will *everyone* get the joke?"

5. **Don't spam.** Please don't take advantage of your connection with the other students in your online classroom to forward emails and links regarding your political/spiritual beliefs or to sell your services.

6. **Use emoticons.** In casual chatroom settings, emoticons can help convey feelings that may otherwise get lost in translation, including humor, exasperation, exhaustion and even confusion.

7. **Respect others' privacy.** Don't give out another student's personal email address without permission.

8. **Remember, if it's on the internet, it's everywhere.** Don't share personal information about yourself in a public online forum, especially something that could put your safety or security at risk.

9. **Follow the rules.** Just as your online college posts guidelines related to academic integrity and student expectations, online forums also have rules of conduct. Make a point to read them every time, as they can vary from class to class.

10. **Forgive and forget.** If you're offended by something another student says online, keep in mind that you may have misunderstood their intentions. Give them the benefit of the doubt.