

Frequently Asked Questions

1. How do I get started?

For many of you this may be your first time to take an online course. You first need to make sure your computer and Internet browser are compatible with Blackboard (Bb)

2. Are there fixed times for sessions?

This course is totally asynchronous...you may access the course at the time of day that is convenient to you. The instructors will be there at different times during each day. However, there is an attendance requirement. You will be required to login (this only takes 2 minutes) into the course 4 days out of 7 days a week for a total of 30 days. We don't care how long you stay.

Explanations on "why" we require attendance are in the course syllabus.

3. Can students work ahead or catch up?

Weekends are catch-up days...again this is not real time...so assignments can be done faster than indicated in the course calendar...however; we prefer that these not be completed out of order. We don't want to re-grade submissions as each builds on the previous assignment. Participation is required as part of the Water Cooler discussion forum. Topics change often and one will need to keep up with these to stay in touch. This is an example of a highly active online learning environment...not, an example of an online correspondence, independent study.

4. How many hours per day will be required?

This will depend on the learner's skills and ability to communicate within online forums. We predict one hour per day, more or less.

5. What type of computer and Internet browser do I need?

The recommended hardware and software requirements for using Blackboard are as follows?

- a. A 486 (or larger) computer that can logon to the Internet
- b. An Internet Service Provider (ISP)
- c. A current Internet Browser

(For best results, we recommend that you have the most recent version. The most trouble free is Internet Explorer (version 5.5. or higher) or Foxfire.

6. What are firewalls?

If you cannot access your course from your home or office's network computer system, but you can from another location, then the problem is a security block or "firewall." We cannot handle this problem for you. Your network system is stopping

access to the course. You will have to locate someone on your end to help you.

7. What are pop-up window blockers?

Most Internet browsers, tool bars (i.e. Google or Yahoo) and firewall security systems impose pop-up window blockers on the users' computers. These must be turned off in order to view material within online courses. This is the number one technical issue most online students have when taking a web-based course.

8. Why do I need to reset my temporary memory or cache?

It is suggested that you set the cache in your browser to empty after every page in order to view "new" and not "old" information in your course. Set your browser to empty the cache after every hit, or as frequently as possible.

To do this in Internet Explorer, do the following steps:

- go to "Tools" menu
- Select "Internet Options"
- Select "General Tab"
- Select "Settings" from "Temporary Internet Files"
- Select "Every visit to the page"
- Click "OK"
- Click "OK"