

Fall 2010 Distance Learning FAQs

Distance learning courses (sections ending in -65,-75,-80 and -99) are accessible for preview in Blackboard (Bb) a week prior to the official start of a semester. Preview in Bb starting **Aug 23**. The semester starts **August 30, 2010**.

**** The 100% tuition refund and the 100% refund on textbooks period ends at 7 p.m. on Tuesday, September 7, 2010 ****

<u>How do I get started?</u>	<u>Obtaining a Student ID card</u>	<u>Verify/Change Email Address</u>	<u>Am I ready for distance?</u>
<u>How do I log into Bb?</u>	<u>Accessing the library</u>	<u>Textbooks & Course Materials</u>	<u>Is my computer ready?</u>

How do I get started?

- Log on to Blackboard (Bb)
 - Review the materials posted in your course site
 - If new to Blackboard, check out the “Student Bb Resources” tab in Bb
- Contact your instructor with questions about the course. The instructor’s email is listed in [WebAdvisor](#). (On the WebAdvisor webpage select “**Credit Students**”. On the next screen, scroll down to “**Registration**” (right hand side of page) and select “**Search for classes**”. Enter term and course identifying information → click on course name). Note: it is not necessary to login to WebAdvisor to search for classes
- Contact the Bb Help Desk at blackboard@carrollcc.edu or **(410) 848-8310** for Bb assistance.

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How do I log into Bb?

- Go to <http://carrollcc.blackboard.com/> (or link from the college’s website www.carrollcc.edu).
- Click on “Blackboard Login” tab (below the Carroll icon).
Follow the instructions for logging on. **You will need your Carroll Student ID# to login to Bb.**
Your ID# can be found on any official correspondence from the College and on your ID card/ library card.
- **We highly recommend that you change your password;** on the “My Carroll” (Welcome) page choose “Personal Information” then “Change Password.”

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I don’t have a student ID card; how do I get one?

- If you are taking a course on campus, pick up your ID card in the college library at the circulation desk.
- If *all* your courses have sections starting with -65,-75,-80 or -99 **and** you were *not* enrolled in any of the 3 previous semesters at Carroll (Spring and Summer 1 & 2), you will receive a student ID card by mail.
- E-mail Cindi Meyd (Imeyd@carrollcc.edu) if you have misplaced your student ID card.

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How do I access the Library?

- Go to www.carrollcc.edu/library. Your 7 digit student ID will allow access to all of the databases and ebooks. Your library 14 digit ID will allow you to place requests on titles and have them sent to any Carroll County library.

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How do I verify or update my email address?

All distance learning students must have an active email account. Carroll does not provide students with email accounts.

To verify or update your email address on file with the College:

- **If you are a returning Carroll student:** Login to [WebAdvisor](#) where you can submit or correct your email address.
- **If you are a NEW Carroll student:** Go to the [Records Office](#), Room 112; show a photo ID to have a missing or correct email address entered into the system.

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How do I get my textbooks?

- Visit our bookstore on campus to obtain your textbooks. For bookstore hours see <http://www.carrollcc.edu/campus/bookstore/default.asp>
- Go online to purchase your textbooks from <http://www.cbamatthews.com/carrbk/>
- Check with your instructor or with the Carroll Bookstore **before** you purchase a **used** textbook, because some courses require a new textbook for an access code to online materials.
- **HIST-101-99, HIST-105-99 and SOC-101-99** students, please review information on [obtaining course materials](#).

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Am I ready for distance learning?

- Complete the assessment at http://www.carrollcc.edu/courses/online/assessment/online_assessment.asp to evaluate if you are suited to distance learning.
- Go to http://www.carrollcc.edu/courses/online/assessment/skills_assessment.asp and complete the quick assessment to make sure you have the necessary computer skills required for an online course at Carroll.

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Is my computer ready for distance learning?

- Go to <http://www.carrollcc.edu/courses/online/assessment/technical.asp> to review PC/Mac requirements for online courses at Carroll

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Have a Great Semester

Office of Distance Learning, Blackboard Support, Room L-192, 410-386-8310