Online Classes

WIREGRASS GEORGIA TECHNICAL COLLEGE®

1. New to Blackboard or need a refresher?
Review the Blackboard Orientation at https://gvtc.tcsg.edu/Portals/23/bborient/DEOrientationBbL7.html. The first six pages of the orientation provide general information and tips to be successful in an online environment. Page 7 begins Blackboard Tutorials.

2. Need a quick guide on how to get started in Blackboard?
 Download this document:
https://gvtc.tcsg.edu/Portals/23/Documents/GetStarted%20(4).pdf?ver=2019-12-16-141148-403
Also found on Online Resources tab at top right of Wiregrass Blackboard screens; scroll down to 'Computer Needs' section.

3. Need Blackboard Resources?
 Go to the Wiregrass Blackboard Login Page https://wiregrass.blackboard.com and click the Online Resources Tab at the top right! Don't be afraid to click the links for more information on the topic.

4. Need help with Blackboard?
Email online@wiregrass.edu; Participate in Live Chat via Blackboard website: http://wiregrass.blackboard.com by completing the Blackboard Help module. Users do NOT have to login to Blackboard to access the Blackboard Help module. If a person is not available via Live Chat, the question/request will become a help desk ticket and a response will be sent within 24 hours; Call 229-468-2022, 229-245-2462 or 229-245-6554 and leave a detailed message with a return number.

5. Blackboard Login Tips
To access Blackboard, go to https://wiregrass.blackboard.com and bookmark or save this site to your favorites. Review login information below the Blackboard Login for username and password. Click the Students and Faculty Blackboard Login image. If you are using a phone or tablet, select "Students and Faculty login" from the drop-down menu just below the username and password boxes on your screen. This will switch you over to the correct login screen.

Please be sure to use either Google Chrome, Mozilla Firefox, or Safari to access Blackboard. Microsoft Edge and Internet Explorer are not recommended.

If you encounter an error while trying to login to Blackboard, clear the browser cache/cookies. Directions are provided on the Wiregrass Blackboard login page and also found at https://gvtc.tcsg.edu/Portals/23/Documents/ClearingBrowserCacheInstructions.pdf

Students should contact their instructors concerning coursework or specific course requirements. The course syllabus will state the best way to contact the instructor. Students are encouraged to check their email for updates from advisors and their faculty members in regards to their classes moving online. Current students will be notified by their faculty member of any additional instructions for completing their coursework during this time.

6. Blackboard Course Menu
Once in a Blackboard course, the Course Menu appears on the left side of the course. The Course Menu is accessible from anywhere in the course. By default the Course Menu is visible. You can hide/show the course menu by clicking the arrow icon on the right side of the menu; therefore, if you cannot see the course menu, it could be hidden from display. To show the course menu, click the "Show Course Menu" arrow button. If you cannot find the "Show Course Menu" arrow, reset your screen zoom to 100%. You can do this several ways, but one of the easiest is to use your keyboard - hold down the Ctrl key and press minus sign (-) to zoom out so you can view the entire screen. Note: Ctrl and plus sign (+) will zoom in to make larger.

7. Blackboard Testing Tips
Reboot the computer and clear the browser cache just before starting a test. Directions to clear browser cache are provided on the Wiregrass Blackboard login page and also found at https://gvtc.tcsg.edu/Portals/23/Documents/ClearingBrowserCacheInstructions.pdf

When testing, make sure the web browser is the only application running on the computer while taking the test (frees up maximum resources for the browser).
If using Respondus Lockdown Browser, be sure to enter Bb through this browser (not Chrome, Firefox, Safari, etc.)
Review: https://gvtc.tcsg.edu/wiregrass/Wiregrass-Ga/Respondus-LockDown-Browser
If kicked out of a test due to a technical glitch, log back into the test immediately and continue. If this is not possible, **inform the instructor immediately** by email.

8. Respondus Lockdown Browser/Monitor
Respondus LockDown Browser is a special Web browser for testing. Exams that require Respondus LockDown Browser will be marked as "Requires Respondus LockDown Browser" and students should download and install this software (no cost) on their computer at home in order to take their exams.
In addition to LockDown Browser, your instructor may use Respondus LockDown Monitor which will require a webcam. If a webcam is needed, the title of the exam will contain "***Webcam***".
For the official download link and more information, go to https://gvtc.tcsg.edu/wiregrass/Wiregrass-Ga/
Respondus-LockDown-Browser. Also found on Online Resources tab at top right of Wiregrass Blackboard screens; scroll down to Computer Needs section.

9. Blackboard Collaborate
Blackboard Collaborate is best supported by Google Chrome Web browser. Blackboard Collaborate allows students and instructors to connect via audio, video, or instant messaging. Instructors often use Collaborate to provide online lectures to students in online courses. These lectures may be live and/or recorded.
1. Click the "Virtual Room" link from your Blackboard course menu. (Your instructor may have renamed this link to Collaborate or something similar.)
2. Click the scheduled session. If no "live sessions", check for recordings (directions below).
3. Click the menu button at the top left (looks like a black square with three white lines).
4. Click "Recordings" to view your instructor's recent lecture recordings.
NOTE: If you do not see a Virtual Room link in your course, contact your instructor to verify whether they plan to use this feature. For more information and guidance for Collaborate, visit https://gvtc.tcsg.edu/wiregrass/Wiregrass/Blackboard-Collaborate. Also found on Online Resources tab at top right of Wiregrass Blackboard screens; scroll down to Computer Needs section.

10. Blackboard Communication
Check your Blackboard Course Announcements.

Check with your instructor for virtual office hours and/or virtual classroom sessions.

Access Blackboard Collaborate by clicking Virtual Room from your Blackboard class. It may also be named Collaborate. If you do not see Virtual Room or Collaborate, contact your instructor!

Read Discussion Boards and respond as directed.