## Blackboard Site Recommendations

[Add Blackboard site recommendations here’s an example for a **blended** course: Modify as you see fit] Regular logins to Blackboard are required. (at least twice a week) A copy of the syllabus, instructor contact information, tutoring and office hours as well as class announcements will be posted throughout the semester. Class notes and PowerPoint presentations for each chapter will be posted under the Lessons tab, arranged by week. It is important to check the site regularly. Please use your Tri-C email to communicate with the instructor. Please do not use the messaging system in Blackboard.

[Add Blackboard site recommendations here’s an example for an **online** course: Modify as you see fit] Regular logins to Blackboard are required. (at least 3 times a week) A copy of the syllabus, instructor contact information, tutoring and office hours as well as class announcements will be posted throughout the semester. Class notes, assignments, tests and PowerPoint presentations for each chapter will be posted under the Lessons tab, arranged by week. It is important to check the site regularly. Please use your Tri-C email to communicate with the instructor. Please do not use the messaging system in Blackboard.

## Tutoring Services and Supplemental Learning

[Add information about tutoring here and list the tutoring site: [College Tutoring Site](http://www.tri-c.edu/tutoring/) (http://www.tri-c.edu/tutoring/). For information about online tutoring visit [Tri-C’s TutorMe webpage](https://www.tri-c.edu/tutoring/tutorme-online-tutoring.html) (http://www.tri-c.edu/tutorning/tutorme-online-tutoring.html).

## Technology and Technology Skill Requirements

<Insert any technology requirements, additional hardware or software applications needed for your course, such as a web cam, MS Excel, MS Access, etc.>

You will need basic computer skills and should be comfortable using a word processing program, browsing for files, copying and pasting between programs.

You will need a computer that connects to the Internet. Your student ID number and password are required for access. If you do not own a computer OR if your computer malfunctions during the semester, you will be expected to identify a computer to use. Computers are available at public Libraries and the Tri-C Technology Learning Centers (TLC) on each campus. Be aware that you need to be responsible for having reliable connectivity for our course. Technology problems are not an excuse for missed or late work.

For more information about online learning, visit [Tri-C Online Learning](http://www.tri-c.edu/online-learning/) website. (http://www.tri-c.edu/online)

For more information about the various technologies that may be used, visit the [Online Learning Technologies - Student page](https://www.tri-c.edu/online-learning/technology-resources/index.html). (http://www.tri-c.edu/online-learning/technology-resources/index.html)

## Technical Help

If you experience a technical problem, you should call the 24/7 Customer Care Technical Support at 216-987-HELP (4357) to receive technical phone support in the following areas:

* Blackboard
* Tri-C Student email with Office 365
* Login issues (password resets) for My Tri-C Space
* Microsoft Office (Word, Excel, PowerPoint)
* Navigation of My Tri-C Space
* Tri-C Wi-Fi issues

[Live chat help](https://chat.edusupportcenter.com/chat/websiteChat?short_name=tri-c&key=tric1983) (https://chat.edusupportcenter.com/chat/websiteChat?short\_name=tri-c&key=tric1983) is also available. Some technical support issues may not be able to be resolved over the phone or via chat. While the Customer Care Technical Support team will work diligently to assist students, it is possible that personal computer problems may require the student to contact outside technical support for assistance.

There are computers available for student use at each Campus Technology Learning Center (TLC) and your local public library. These resources should be used to keep up with your coursework while you work to resolve a computer problem. Be aware that you need to be responsible for having reliable connectivity for our course.

## Netiquette

etiquette n. forms of proper or polite behavior in society; good manners

net n. an abbreviation for internet

netiquette n. proper or polite behavior on the internet

Communication is very important to a course. To maintain a positive online environment, each of us is expected to follow the following netiquette guidelines. Be advised that rules for student conduct apply in the online environment. Any use of electronic communication on Tri-C’s network, which includes Blackboard, Tri-C email, etc. for flaming or other kinds of harassment may be treated as a student conduct violation in the Student Handbook (accessible via [My Tri-C Space](https://my.tri-c.edu/) (https://my.tri-c.edu/) on the Tri-C Life tab).

* Show respect for the instructor, other students, and for the privacy of those in the online environment. Nothing threatening is ever appropriate.
* Express differences of opinion in a polite and rational way, maintaining a supportive academic environment.
* Stay focused by avoiding irrelevant topics in discussion or collaborative activities
* Use proper capitalization and punctuation rules. Use of all uppercase in a message is the equivalent of shouting and is considered offensive.

(Adapted from Barrington 220 Community Unit School Netiquette Policy)