# Faculty and Staff Frequently Asked Questions for Self-Paced Courses

The following categories are mere guidelines to help faculty overcome some hurdles you may encounter while performing these tasks. If you encounter a situation not currently addressed by this document, please reach out to the Instructional Design team at [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu), and we will help you to explore workable solutions.

Customer Support Concerns

* Who should I contact for customer support issues concerning TTU supported technologies?

Customer support contact information:

1. Blackboard [blackboard@ttu.edu](mailto:blackboard@ttu.edu)
2. Feedback Fruits [support@feedbackfruits.com](mailto:support@feedbackfruits.com)
3. Instructional Design Team [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu)
4. Accessibility [elearning.oa@ttu.edu](mailto:elearning.oa@ttu.edu)

* How do I go about setting up an online course?

If you want to build an online course ideally designed to improve the learning experience of your students, we’re here to help. Reach out to our instructional design team at [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) to get the process started.

* How do I develop a class for the self-paced program?

If you want to develop a course for the self-paced program, begin first by filling out a proposal. After we receive it, we will be in touch to get started with the next steps. To learn more about how self-paced courses work, please consult.

* How can instructional designers assist you?

Instructional designers can provide a myriad of services, from helping to design and layout course materials to align with course objectives, to helping select the most appropriate tool/s to aid in instruction. Additionally, Instructional Designers can provide how-to instructions for new or existing tools, help with editing content (audio/video), help create video content (such as Moovly). Reach out to the Instructional Design team[elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) to learn more.

* Who is my instructional designer?

If you are working within one of the special programs, you will be assigned an Instructional Designer to assist you with your coursework. However, if you are not assigned an Instructional Designer and would like to work with one reach out to the Instructional Design team [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) for guidance.

Self-Paced

* How will faculty be paid for designing their courses?

Faculty will receive compensation to develop the course and then later, once the course is live, will receive additional compensation for each student enrolled.

* Who should I contact for questions about contracts or payments?

If you are involved with the Self-Paced program, please email[selfpaced.courses@ttu.edu](mailto:selfpaced.courses@ttu.edu) for any issues or concerns related to your contract.

* Who is responsible for entering or addressing third-party grades into the Blackboard system?

Coursework requiring manual grading or provided by a third-party that does not automatically sync with Blackboard CE will be the faculty member responsible for the course.

* Who will help me set up my course with Blackboard?

Your personal instructional designer will reach out to you once you are assigned as the instructor. You may also email [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) to connect with your instructional designer.

* Who is responsible for content within the course material?

The faculty member assigned to or requested to participate within the Self-Pace program is responsible for creating and submitting all course materials for their course and an instructional designer will assist the faculty member in setting up that content into Blackboard. Course materials and design should reflect pre-established guidelines. If you are unsure, please contact [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) to connect with an instructional designer.

* Can courses be created without an end date?

End dates are established with the student’s enrollment on the course. Coursework does not need due dates as enrollment is open and continuous, I.e., does not follow the standard semester schedule.

* What is the policy concerning textbooks for my course?

The overall cost of textbooks should not exceed $150. Faculty may select the textbooks of their choosing, and the eLearning & Academic Partnerships department will assist in the purchasing of those textbooks.

* Are proctoring services available or required for self-paced courses?

Proctoring services are not available or required for self-paced courses.

* How do students authenticate their identity if proctoring services are unavailable in self-paced courses?

Authentication will take place through the student’s login credentials in Blackboard CE.

* What is the expected turnaround time for grading a document?

Faculty are responsible for timely grading of all submitted assignments. Faculty may utilize self-grading technology to assist in this process. Faculty should ensure that they grade all assignments in a timely manner and submit final grades promptly upon course completion. Remember, students are studying at their own pace and could attempt to complete the course as quickly as possible. It’s best to automate as much of the grading as possible so that students can move through the course without having to wait for instructor feedback. It may also be the case that you design a popular course that experiences high enrollment, for example during the summer. Reducing how much you must grade manually keeps you from incurring a high workload.

Third-Party Vendors

* Who do I contact if a third-party vendor (for textbooks, assignments, or courseware) is not working properly?

If the issue is with the third-party vendor’s technology, please reach out to that vendor’s customer support representative.

* Blackboard [blackboard@ttu.edu](mailto:blackboard@ttu.edu)
* Feedback Fruits [support@feedbackfruits.com](mailto:support@feedbackfruits.com)
* Instructional Design Team [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu)
* What do I do if my third-party vendor’s assignments do not sync with the Blackboard grade center?

If the problem is with proper synchronization of the software with the grade center, often your instructional designer can assist with resolving the issue. If, however, the assignments from a third-party vendor are incompatible with Blackboard's grade center, the faculty member will be responsible for manually entering grades into the grade center.

* What institutional limitation might interfere with implementing third-party content?

Blackboard CE has limited capabilities regarding third-party assets. If you require assistance with an asset that is not available on Blackboard CE contact Leslie, and she will walk you through the process of adding resources to Blackboard CE.

NOTE: this is a lengthy process, so if the need is immediate, it may not happen. Consider planning at least a semester out.

* Will there be an end date set for my textbooks and third-party assignments?

All textbooks and assignments will have no end-user dates set. If there is reason to end use of the third-party content, eLearning personnel will assist in the process.

Blackboard

* Who do I contact for general Blackboard issues?

For general Blackboard technical issues first contact Blackboard Support at [blackboard@ttu.edu](mailto:blackboard@ttu.edu).  You can also find helpful resources on the [Blackboard](https://www.depts.ttu.edu/elearning/blackboard/) webpage.

* What do I do if I want to use a new tool or service on Blackboard?

Prior to the addition of a new building block or integration, TTU Worldwide eLearning and the TTU IT Division must test the building block in our Blackboard Test Environment for security, stability, and instructional value before it is installed on our live Blackboard Live Production Environment.

If you wish to use a product that requires a new building block to be added to Blackboard, submit a Blackboard Building Block Request two months before the semester in which the building block is needed. Requests made less than two months in advance may make it impossible to get the building block reviewed, installed, and tested before the start of the academic term. By evaluating all building block requests in this manner, we will maintain a high-quality, robust and secure Blackboard learning environment in support of institutional priorities.

If you would like to have this application tested for a future semester, please go to the online request form at <http://www.depts.ttu.edu/elearning/forms/blackboard/> to make that request.

* What tools and weblinks should be included and not included in the Blackboard menu?

(Your instructional designer will assist with this). Your live semester-based courses are populated into Blackboard with the required weblinks. However, students in self-paced courses do not have access to many university resources, such as the writing center, library, online tutoring, and more, so those tools and weblinks should not be included in course setup.

* What should I do if my content is deleted by mistake? What should I do if Blackboard gives an error when I want to add material? (Etc.)

If you have a technical issue with Blackboard, contact Blackboard support [blackboard@ttu.edu](mailto:blackboard@ttu.edu), contact [elearning.oa@ttu.edu](mailto:elearning.oa@ttu.edu) for accessibility issues, or the Instructional Design team [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) for guidance on course design related issues.

* How do I navigate to Blackboard support within Blackboard?

Within the Blackboard course, in the left-hand column select Blackboard Support. If you are outside of a course you can go to the [Blackboard Support Webpage](https://www.depts.ttu.edu/elearning/blackboard/) for helpful resources, you can also contact Blackboard support at [blackboard@ttu.edu.](mailto:blackboard@ttu.edu)

Blackboard CE

* If the content is developed in Blackboard, will it transfer to CE Blackboard?

The short answer is yes, however, some linked information may break during the transfer and may have to be re-established.

## Accessibility

* What is accessibility?

TTU (Texas Tech University) is responsible for ensuring all online content is accessible for everyone, regardless of their abilities. Accessibility is designed to ensure web content is accessible to people who live with disabilities, so they have the same level of access as those who do not. The Americans with Disabilities Act (ADA) outlines the rules for compliance with accessibility. If you need assistance with your course, first refer to the [Online Accessibility at Texas Tech](https://www.depts.ttu.edu/elearning/accessibility/) page, or send an email to [elearning.oa@ttu.edu](mailto:elearning.oa@ttu.edu) or the Instructional Design team at [elearning.id@ttu.edu](mailto:elearning.id@ttu.edu) for assistance.

* How do I ensure my course content meets accessibility requirements?

Refer to the [Online Accessibility at Texas Tech](https://www.depts.ttu.edu/elearning/accessibility/) page for guidance on specific course content documents requiring accessibility.

* What should I do if my document does not meet accessibility requirements?

The ID team will refer the faculty member to the appropriate resource to help develop the document to meet accessibility requirements.