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HARDWARE AND COMPUTER SKILLS REQUIREMENTS

Computer Skill Requirements
You must know computer and Internet basics to be successful in a course using computers and Internet technology. Students must be computer literate, which means:

- Able to send email.
- Attach, create, modify, and save electronic documents.
- Upload/download files.
- Know how to use a Web browser.
- Navigate the Internet.
- Understand & modify browser settings relating to security, pop-ups, and firewall settings.

Take READI – Readiness for Education at a Distance Indicator
This READI assessment is a way to help you determine if you are a good candidate for online learning based on areas such as personal attributes, learning styles, and computer knowledge. It will identify your strengths and weaknesses, allowing you to decide if Distance Learning is right for you and help you determine what you may need to work on to be successful. The assessment will take approximately 20 minutes, and you will receive the results immediately upon completion.

Your user name is: tricstudent
Your password is: tricstudent
Go to http://tri-c.readi.info/ to begin:

Minimum Hardware Requirements
Computers are available for student use in Tri-C's Technology Learning Centers.

We recommend the following configuration for your computer:

- 1 GHz or greater processor
- 512+ MB RAM
- 1G free disc space
- 17" monitor; 1024 x 768 resolution
- Broadband Internet connection
- CD/DVD Player
- Color Printer

Required Software:

- Operating System: Windows XP, Vista, or Mac OS X
- Browser: Internet Explorer 7.x , Firefox 2.x , or Safari.
- Word processing program
- Many software packages are free and linked from our site.
- Any additional software requirements will be detailed in the course information.
BLACKBOARD COMPUTER SETTINGS CHECKLIST

Follow the steps below to make sure you computer is set-up to be compatible with Blackboard.

1. Delete temporary internet files
   a. Open Internet Explorer
   b. Select **TOOLS** on the menu bar
   c. Select **INTERNET OPTIONS**
   d. Select **GENERAL** tab
   e. In the middle of the dialog window you will see **TEMPORARY INTERNET FILES** or **BROWSE HISTORY**
   f. Click the **DELETE FILES** button
   g. Click **YES** if you receive an “ARE YOU SURE” dialog window

2. Disable your Visual Text Box editor
   a. Login to the Blackboard Academic Suite
   b. On the **Welcome** page find and click on the link **Personal Information** under **Tools**.
   c. Find and click on the link **Set Visual Text Box Editor Options**
   d. Under the heading **Manage Visual Text Box Editor** check the bullet next to **Unavailable**
   e. Click Submit. The Text Box Editor has been disabled.

3. Run **Browser Check** – Go to http://dlc.tri-c.edu/WEB/bhawk/bcheck.asp, it automatically checks your browser and system. Complete any needed updates. The Browser Check will give you instructions on how to complete/download updates if they are needed.

4. If you have a **current anti-virus program** running on the computer, do a complete system scan. If you **do not** have an anti-virus program, go to http://housecall.trendmicro.com and run the free virus scan program.

5. Check for spyware - Go to: www.lavasoftusa.com/software/adaware/, download, install and run Ad-Aware. This **free** program will scan your system and allow you to remove/quarantine any adware, spyware and malware.

6. Run Microsoft Update and complete any updates needed for your computer at: http://update.microsoft.com/microsoftupdate/v6

7. Check to see if you have any toolbars installed (open your browser and you can do this from any webpage): Go to **VIEW**, then Toolbars. Uncheck everything **but** “Standard Buttons” and “Address Bar”
PRELIMINARY COURSE INFORMATION

You can find out more information about your course by clicking on the CRN in the course seek. Preliminary course information can include book requirements, documents for your course (syllabus), and any campus requirements.

1. Search for the course you are enrolled and click on the CRN (5 digit Course Reference Number)

<table>
<thead>
<tr>
<th>Title</th>
<th>CRN</th>
<th>Time</th>
<th>Location</th>
<th>Dates</th>
<th>Instr.</th>
<th>Credits</th>
<th>Session</th>
<th>Cap. Avail.</th>
<th>Type</th>
<th>Term</th>
<th>Add'l Fees</th>
<th>More Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intra Business Strategy</td>
<td>53332</td>
<td>MW 5:30 PM-8:10 PM Western WHTC 157</td>
<td>05/27-06/29 Kelly, D</td>
<td>Robin</td>
<td>4</td>
<td>Summer</td>
<td>First 5</td>
<td>Week Session</td>
<td>20</td>
<td>9</td>
<td>DL</td>
<td>Summer 2008</td>
</tr>
</tbody>
</table>

2. View your preliminary course information which can include book requirements, documents for your course (syllabus) and any campus requirements

Course Information:

- **COURSE CRN:** 50931
- **COURSE ID:** MARK 2010
- **CREDIT HOURS:** 3
- **COURSE NAME:** Principles of Marketing
- **SEMESTER:** Summer 2008
- **SEMESTER START DATE:** Tuesday, May 27, 2008
- **SEMESTER END DATE:** Sunday, August 03, 2008
- **COURSE FORMAT:** Web Based
- **CAMPUS REQUIREMENTS:**
  
  Students are required to complete tests at a Tri-C Campus. Students must be comfortable with computer use. Registered students should login to their Blackboard course sites by the 3rd day of the term. Go to My Blackboard on MyTri-C Space for details.

**BOOK REQUIREMENTS:**

<table>
<thead>
<tr>
<th>Title</th>
<th>Edition</th>
<th>Author</th>
<th>Year</th>
<th>Publisher</th>
<th>ISBN</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>13</td>
<td>Pride, F.</td>
<td>2007</td>
<td>Houghton Mifflin</td>
<td>0-618-47446-3</td>
<td>Y</td>
</tr>
</tbody>
</table>
LOG IN TO BLACKBOARD

Log in to My Tri-C space

Go to http://my.tri-c.edu.
Bookmark it, or add this URL to your “Favorites” folder in your Internet browser.

Go to the My Blackboard tab and click on the green ENTER button. The Blackboard login page will open in a new window.

If you get an “Access Denied” error when you click on the login button, you have not been loaded into the Blackboard system. Distance students are loaded into Blackboard approximately 2 weeks before the term begins and every two hours after the term begins.

- If you are a NEW USER to My Tri-C Space, make sure to **Read the NEW USERS information**

If you have questions about logging into My Tri-C Space or your password, you will need to contact the 24/7 Helpdesk at (216) 987-4357.

Unfortunately, Distance Learning cannot assist you with portal questions or problems.
Log in to your Course Site

When you click on the **GREEN ENTER button** on My Tri-C Space the **Welcome page** will open in a new window. **THIS IS NOT YOUR COURSE SITE YET!**

Under "My Courses" you will find the name(s) of the course(s) in which you are registered. Click on the link of the course you want to enter to go to your course page.

![Course Site Example](image)

Your course page automatically opens to the **ANNOUNCEMENTS** page. By default, you view only the last 7 days. Click tab “view last 30 days” or “view all” to see previous announcements.

![Announcements Tab](image)

Click on the Course Menu navigation (buttons or links on the left on the side) to find your course information, syllabus, assignments, documents, communication forums, assessments (quizzes), etc.

---

**NOTE: Each course site is unique and every instructor is different.**

You will likely not have the same buttons as shown above in your actual course site(s). Do not worry! Just click on the button or links in your course site to see where your instructor has placed your course information and documents.

---

**You cannot change Your Blackboard Password**

Passwords changes must be made within **my Tri-C space.**

For assistance with passwords, you need to call the Helpdesk (216) 987-4357. Distance Learning staff cannot help you with portal questions or problems.
COURSE CONTENT AND BLACKBOARD NAVIGATION

To locate your course content, click on the Course Menu buttons to the left of the screen. Each button or link will contain different information and will be organized differently for each instructor.

Blackboard Icons

Below is a screen shot of what you might see in your Blackboard course site after clicking on a Course Menu Button. Each icon to the left will help you identify the type of content.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Vocabulary Words" /></td>
<td>Vocabulary Words</td>
<td>This your Module #1 vocabulary word list. You will be quizzed over these Module #1 and Module #2 vocabulary words at the beginning of Module #3.</td>
</tr>
<tr>
<td><img src="image" alt="Extra Practice" /></td>
<td>Extra Practice</td>
<td></td>
</tr>
</tbody>
</table>
| ![Assignment #1](image) | Assignment #1 | Read the attached instructions and complete this assignment by Friday.  
>> View/Complete Assignment, Assignment #1 |
| ![Quiz 2 TTI](image) | Quiz 2 TTI | |
| ![Module 1 Presentation](image) | Module 1 Presentation | Please watch this video. It will be covered in chapter 2 quiz. You need Adobe Flash Player to watch: to get __________. |
| ![Week #1 Discussion Board](image) | Week #1 Discussion Board | |

The first item, Vocabulary Words, is an item or document. This icon shows a little piece of paper, which indicates there is simple text below or a document is attached. When you click on the underlined link below the title, you will be taken directly to the document.

The second item, Extra Practice, is a folder. The icon shows a folder and the title is underlined. When you click on a folder, you may find more folders or items, such as documents or tests.

The third item, Assignment #1, is an assignment created with the assignment feature. This icon show a clipboard with a green check, which means there is an assignment due. See the section on Assignments for more information about the assignment feature in Blackboard.

The fourth item, Quiz 2 TTI, is a quiz or test. The icon shows a clipboard with a hand and a pen, which indicates this is a quiz or exam.

The fifth item, Module 1 Presentation, is an external link. The icon shows a globe with a piece of paper. When you click on the underlined title, you will be taken to a webpage outside of Blackboard.

The sixth item, Week #1 Discussion Board, is a course link. The icon shows a small globe within a book. When you click on the underlined title, you will be taken to another area of the course site, such as the discussion board.
TRI-C EMAIL VERSUS BLACKBOARD MESSAGES

All students at Tri-C are given a personal email account you can use to communicate with your instructor and other individuals. Some instructors will prefer you communicate via Tri-C email and other will prefer you use something called Blackboard Messages.

**NOTE:** You should read your syllabus and announcements area to find out which method of communication your instructor prefers.

Your Tri-C Email Account

- Log in to My Tri-C Space @ [http://my.tri-c.edu](http://my.tri-c.edu) and click on the Email Button in the top right corner of the page

![Microsoft Outlook WebAccess](image)

- A new window will open called Microsoft Outlook WebAccess. This is where you will receive and send Tri-C emails.

**What is my Tri-C Email Address?**

To view your Tri-C email address, click on the My Info tab in my tri-C space and go to the Student Records channel, which is located on the left hand side of the tab. Then click on Your Personal Information and your e-mail address is revealed.

Tri-C student email address are in this format: [firstname.lastnameXXX@acad.tri-c.edu](mailto:firstname.lastnameXXX@acad.tri-c.edu) OR [joe.student002@acad.tri-c.edu](mailto:joe.student002@acad.tri-c.edu)

Students should check their own Tri-C e-mail account frequently, as this is the preferred means of communication within Tri-C.

Your [acad.tri-c.edu](mailto:acad.tri-c.edu) e-mail address will be the address your instructor will use for communication with you. **Students cannot change their Blackboard e-mail address.** Your Blackboard e-mail address is the Tri-C preferred e-mail address and cannot be changed.
Send Email from Blackboard

The preferred way to send and receive emails is via My Tri-C Space. However, you can also SEND emails to your instructor while in the Blackboard system.

Click on the COMMUNICATION Course Menu button or link and select E-MAIL.

Select your recipient. Either use All Instructors Users or Select Users. The email address will automatically fill in.

When sending e-mail to an instructor, always type in Course name and CRN in the subject line and include your full name at end of message.

**NOTE:** The Send E-mail function in Blackboard only allows you to SEND emails to your instructor. It sends the email out of Blackboard to your instructor’s Tri-C email address. When your instructor replies to you, the email is sent to your Tri-C email account. You cannot retrieve your emails from Blackboard, you must go to My Tri-C Space and click on the email icon to receive emails.
Blackboard Messages

What is Blackboard Messages?

- Blackboard Message is the “in-house” mail system within Blackboard. All messages are sent and received in your Messages box and never leave the course site.

Not like Instant Messenger. You **DO NOT** receive a notice that you have something in your message box.

Messages cannot be sent or received outside of the users in the course.

**NOTE: READ YOUR SYLLABUS AND ANNOUNCEMENTS TO SEE IF YOUR INSTRUCTOR USES BLACKBOARD MESSAGES OR PREFERS TRI-C EMAIL IN YOUR COURSE.**

To send a Blackboard Message, click on the **COMMUNICATION** Course Menu button or link and select **MESSAGES.**

The Messages looks similar to e-mail. Click **New Message.**

This opens a dialog box with four sections:

1. Click the **TO** button. Then select the recipient’s name and click the **arrow** to move the recipient’s name to the Recipient box.
2. **Compose message.** Type a subject and add a message in the body.

3. **Upload attachment** (optional), using the BROWSE button.

4. Click **Submit**.

You are now back at the Messages screen. If you click the **SENT** folder, you will see a copy of your message.
**USING THE DISCUSSION BOARD**

The *Discussion Board* is a tool where students in a course can logon at different times (asynchronous), post assignments, and read and reply to other students’ posts. The Discussion Board is made up of **forums** that may appear anywhere in the course, but are also centrally located in the Discussion Board tool under Communication.

### Important terms and definitions for the Discussion Board

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thread</td>
<td>The initial post and the entire series of replies to that post within a Discussion Board forum.</td>
</tr>
<tr>
<td>Post</td>
<td>A Discussion Board entry posted to a thread or used to start a thread. Also used as a verb to refer to the act of submitting a post.</td>
</tr>
<tr>
<td>Draft</td>
<td>Status of a post when you click the <strong>Save</strong> button.</td>
</tr>
<tr>
<td>Published</td>
<td>Status of a thread when you click the <strong>Submit</strong> button.</td>
</tr>
<tr>
<td>Collect Posts</td>
<td>Advanced feature whereby you select one or more posts or threads to be collected in a format that can be viewed in a browser, printed or saved as a document.</td>
</tr>
</tbody>
</table>

### Navigate to the Discussion Board

The instructor can choose how you access the Discussion Board. If you have a **DISCUSSION BOARD** navigation button, you can click on it to go directly to the Discussion Board. If you click on the **COMMUNICATION** navigation button, you must then click the Discussion Board link that appears. Links to the Discussion Board can also be located in different content areas.
Post to the Discussion Board

A Discussion Board can contain one or more forums. Below you see two forums, Coffee House and Week #1 Forum. To enter a forum, click on the underlined forum title.

Below you see three threads in the forum Coffee House. To add your assignment or new idea (called a thread) to a discussion, click on the THREAD button.

A form for composing your message appears. Type in a Subject, type (or copy and paste) a message and click SAVE or SUBMIT.

You can save your posting as a draft and come back to it as often as necessary. Click on Save. Your draft cannot be seen by others because it is not published.
To retrieve a Saved Draft, click on the underlined draft title.

*NOTE: If you do not see your draft, use the pulldown menu on Display and click the go button.

To edit your draft, click on the MODIFY button.

Complete your posting, spell check and click the SUBMIT button. Your draft is now published and your classmates can see it.

Discussion Board does not save your work until you click the save or submit button. If your assignment is lengthy, we recommend you type it in a word processor program first, spell & grammar check it there, then copy and paste into the message area of the Discussion Board.
Discussion Board Views: Tree vs. List

There are two different ways you can view your Blackboard Discussion Board. Click on Tree View or List View to change the appearance of the Discussion Board. Both views eventually take you to the Thread Detail.

List View is the default setting on Blackboard. It shows a list of discussions threads.
- List View may make it more difficult to navigate through the forum because it does not show the reply posts to each original thread.
- Click on the name of a thread to view the thread detail.

Tree View shows a “tree” of discussions threads.
- This view allows you to see the original thread and all the subsequent posts.
- Tree View may make it easier to navigate through the forum because you can see all the postings under a thread, including the reply posts.
- Click on the original thread to view the thread detail.
Navigate between posts in the Discussion Board

The Thread Detail shows the reply posts in a thread. When you click on the name of a post in either the Tree View or List View you go to the thread detail.

Click on a post to view.

Previous Thread and Next Thread: Use the previous thread and next thread buttons to navigate back and forth between each thread in the forum.

Previous Post and Next Post: Use the previous post and new post thread buttons to navigate back and forth between each post in a thread.

Flag, Mark Read, or Subscribe to a Post

You can flag a post by selecting the box to the right of the post and clicking the Flag button. When you flag a post it will allow you to remember it to study for a test or follow-up later. If you no longer want it flagged, just select the post again and click the Clear Flag option.

Follow the same logic with Mark Read and Mark Unread.

Some instructors will let you subscribe to a post so you are notified via email when someone adds a reply. Just click on the Subscribe button.
Reply to a Thread
Click on the underlined title of the thread

In List View

Click on the REPLY button to reply to a post

For a Reply, the SUBJECT is automatically filled in with RE: Type in a message, add any attachments, and click the SUBMIT button to publish your reply.
Many times it is helpful to see the original post while you write your reply. You have two options, **Show Parent Post** and **Quote**

1. To view the parent post while writing your reply, click on **SHOW PARENT POST**.

   ![Show Parent Post](image)

   It displays the parent post above the subject line.

   ![Here's where you will see the parent post!](image)

2. Whereas the Quote option will display the previous post within the message. You can click on the **QUOTE** button instead of the reply button.

   ![Here's how a “quoted” reply looks.](image)
Find and Organize Discussion Board posts

In both List View and Tree View, you can search and collect.

To search, click on the search button to expand search options. You can search by topic, forum and/or date. Click on the search button, enter search criteria and click Go.

To collect, select one or more threads (by checking the box next to the name of the thread) and click the Collect button to collect in a format that can be viewed in a browser, printed or saved as a document.

In List View, you can sort each column by clicking on the arrow at the top of the column.

If the number in the Total Posts column is more than 1, that thread has a reply under it.
Use the Collect Feature

While in a Forum, either click in the boxes to the left of the threads or posts you want to view or click the SELECT ALL at the bottom of the listing. Then click the COLLECT button.

**NOTE:** This option can be used in both LIST and TREE VIEW

You are then able to read the threads and replies that you selected all on one page. You can view in a browser, print or save as a document.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Thread</th>
<th>Author</th>
<th>Status</th>
<th>Thread Posts</th>
<th>Total Posts</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/7/06</td>
<td>11:42 AM</td>
<td>Haiti</td>
<td>Evelyn Student</td>
<td>Published</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>11/7/06</td>
<td>11:49 AM</td>
<td>Hawaii</td>
<td>Ann Student</td>
<td>Published</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>11/7/06</td>
<td>11:52 AM</td>
<td>Poland</td>
<td>Frank Student</td>
<td>Published</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>11/7/06</td>
<td>11:54 AM</td>
<td>Africa</td>
<td>Bob Student</td>
<td>Published</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>11/7/06</td>
<td>11:57 AM</td>
<td>Austria</td>
<td>Dana Student</td>
<td>Published</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**NOTE:** This feature is great to read many posts without a lot of clicking. However, if you click on the underlined title to post a reply, when you click Submit, the Collect page disappears and you are taken back to the standard listing of threads.
ASSIGNMENTS, HOW TO SUBMIT TO YOUR INSTRUCTOR

There are four ways you can submit an assignment to your instructor:

1. Via e-mail (see Your Tri-C Email Account in the previous section)
2. Message feature (see Blackboard Messages)
3. Assignment feature
4. Digital Drop Box

You should use the method your instructor requests in the syllabus and/or Announcements.

**NOTE:** Using the **Browse** button is a skill used in all four methods to submit an assignment. Instructions are found in the Appendix.

Submitting via the Assignment Feature

Instructors can create Assignments and add them so they appear when a student clicks the appropriate navigation bar. Assignment has three sections:

- Assignment information
- Your files
- Submit assignment to instructor

The Assignment feature will have the icon **.

**COMPLETE THE ASSIGNMENT**

Read the assignment and follow the directions of your instructor. Most often you will need to complete your assignment using a regular word processor.

**SUBMIT THE ASSIGNMENT**

While in your course, click on the appropriate navigation bar to access the assignment. Then, click on the underlined title or the **View/Complete Assignment** link of the particular assignment.
• The assignment dialog window has three sections: The first section is Assignment Information, where your instructor can give details about the assignment. If there is an attached file, click on it to view the information. If you are instructed to write in this file, you must first save it.

• Section 2 is Your Files, where you can add comments and add your file(s) as attachments using the browse button. If you do not know how to use the browse button, detailed instruction can be found in the Appendix.

• The third section of the assignment dialog box is titled Submit. You can click Cancel, Save or Submit.

| Cancel | Click this if you are only just there to learn what the assignment is. |
| Save   | Click this if you started to work in this dialog box and only want your work saved but not yet submitted to the instructor. |
| Submit | Click this only if your assignment is attached and complete. |

IMPORTANT: You will receive a success message if you SAVE or SUBMIT. However, Save does not send your assignment to your instructor. If only saves it within the course site.
CHECK GRADE AND VIEW INSTRUCTOR’S COMMENTS

Usually an instructor must manually give you a grade for an assignment. To check your grade at a later time, you can click on the Course Menu button TOOLS (or User Tools) and select VIEW GRADES.

You may see a grade letter, number, or percentage. If you see a for a grade, it means your instructor has not yet graded the item.

Click on the to Review Assignments if you want to see what you turned in. Notice in the Review Assignments area, you will see a ! for a grade if your instructor has not yet graded the item.

NOTE: You can go back to the assignment and you will receive this message. Click OK to go directly to the Review Assignments area shown above.
Submitting an Assignment via the Digital Drop Box

From within your course, click the **Tools** or **Course Tools** button.

Click on **DIGITAL DROP BOX**

Click on **SEND FILE** button.

**NOTE:** DO NOT click **ADD FILE** because it does not send the file to your instructor.

Click on the **BROWSE** button

Click on the file you want to go to the instructor. Click on the **OPEN** button or double-click on the highlighted file. The file is attached to the Digital Drop Box.
Type in comments, if needed. You do not need to add comments unless your instructor specifies. Then click **SUBMIT**.

You will receive confirmation. Click the **OK** button.

You will then see the status of your submitted assignment on your Digital Drop Box screen.

**NOTE:** A correctly submitted assignment does not have a Remove button.

Many instructors will send graded papers with suggestions or corrections back to you via the Digital Dropbox. **Bush Grade Assignment** is the feedback of the assignment received back from the instructor. It has a Remove button. You can open it, print it or save it.

If your assignment has a **Remove** button, you did not send it properly. Make sure your click on **SEND FILE** to send the assignment to your instructor.

Always keep a copy of your assignments. You can save your files on your hard drive, a flash drive, or CD. If there is ever a discrepancy, it is important you can provide an additional copy of your work to your instructor.
ASSESSMENTS: TESTS, QUIZZES, and SURVEYS

Before you Start – Review the Blackboard Test Taking Tips

Read your class syllabus, announcements, and other documents from your instructor. Quizzes and tests can be located under different Course Menu buttons or links. In some courses you can take again and again, while other courses are set to take only once.

Follow these twelve tips to prevent possible problems while taking an exam.

1. **Double-Check Your Computer Settings**
   Double check your computers setting BEFORE taking your assessment. This is the number one way to prevent testing problems. See Blackboard Computer Settings Checklist for more information.

2. **Do not click the BACK button on your web browser**
   Use the ARROW keys to navigate within a test. Using the BACK button can kick you out of the exam prematurely.

3. **Do not click outside the test area during an exam**
   For example- do not click on the “Announcements” button. This will cause Blackboard to kick you out of the exam before you have completed it.

4. **Do not resize or refresh the window during an exam or quiz**
   Make sure to adjust your window size prior to entering an assessment. Most browsers refresh the page when you resize the screen, which means Blackboard will try to reload the exam. This may prohibit you from taking the assessment.

5. **Disable your pop-up blocker**

6. **Do not click SUBMIT, NEXT, or the ARROW keys more than once**
   It may take a few moments to receive confirmation or move to the next question. Clicking more than once actually SLOWS down loading and causes test errors.

7. **Close all other programs running on your computer**
   If you have multiple programs open at one time, it may cause problems.

8. **Do not take an exam from a computer or computer network with a firewall installed**

9. **Wait until the test has completely loaded before answering any questions**
10. **SAVING ANSWERS**
For all-questions-at-once exams, DO NOT save every question. Click the SAVE button at the bottom of the screen.

For one-question-at-a-time exams, clicking the arrow to move to another question and clicking OK to the prompt box saves the response to the question.

11. **Do not take a quiz until you are ready**
Once you click OK to enter a test that is a single attempt, it is considered an attempt. This is true even if you only look at the test and do not answer any questions.

12. **Do not wait until the last minute to take a quiz**
If something goes wrong, there is often not enough time to resolve the issue.

**LASTLY,** once you begin a quiz or a test, you must click the **SUBMIT** button at the bottom of the exam for your instructor to properly receive your answers.
Types of Tests or Quizzes

There are several different test settings your instructor can choose when creating your exam. Make sure to read the top of your exam and your syllabus for detailed information about the parameters of your quizzes and exams.

1. Test is **timed**
2. Test **allows multiple attempts**
3. Test **does not allow multiple attempts**
4. Test presents questions **all-at-once**
5. Test presents questions **one-at-a-time**
6. Force Completion Option

1. **Test is Timed**

Many instructors use a timer on their exams or quizzes. A timer will appear in the upper right hand corner.

The time elapsed is shown in a box at the top of your browser. You must have **STATUS BAR** selected in the **VIEW** menu bar at the top of IE. Some students are not able to see the timer because of browser settings. It is a good idea to keep track of your own time. Look at the time in the right corner of the task bar. Write your start time down and write down the time when your time limit will end.

**One-Minute Warning:** You will receive a one-minute warning and must click **OK** to continue. You will be able to continue taking the test, even if the time limit has ended; however, your test will not be graded by Blackboard. You may lose points towards your exam grade based on your instructors’ policy of exceeding the time limit.

**NOTE:** Pop-up blockers can prevent you from getting the one-minute warning.
2. Tests Allows Multiple Attempts

Instructors have the option of allowing students to take an assessment multiple times. Students are notified at the top of an assessment if a test will allow multiple attempts.

![Take Assessment: World History](image)

**NOTE:** If you are allowed to take an assessment multiple times, check your syllabus to find out which grade the instructor will keep: First attempt, last attempt, highest score, lowest score or average score.

3. Tests DOES NOT Allows Multiple Attempts

You can successfully submit this exam only once. Once you click the OK button to take the exam, you will NOT be allowed a second chance. If you had been disconnected from your Blackboard Internet connection while taking the exam and received a Padlock for a grade, you must contact the instructor.

4. Test Presents Questions *all-at-once*

Students see the entire display of the exam on your screen, just as though you were handed a paper copy of the exam. Answers questions and click SUBMIT at the bottom of the page when you have completed the exam. Saving is recommended at the bottom of the screen, NOT to the right of the question.
5. Test Presents Questions *one-at-a-time*

Students receive questions one at a time. Answers are automatically saved when student clicks the arrow to continue to the next question and clicks OK. Student must click the right arrow to continue and receive the next question. To complete the exam, students must click **Submit** after the last question is answered.

An optional setting for *one-at-a-time* exams

**Backtracking Prohibited** - Instructors use this security option to prevent students from returning to questions they have already answered. If this option is enabled, students may NOT change their answer when they click the button to continue to the next question. Check the exam instructions area to find out if you can backtrack.

Also, if you can backtrack, you will see an arrow to the left.

6. Forced Completion

If the Forced Completion option is enabled, students must complete the assessment the first time it is launched. They may not exit the assessment to continue working on it later. They can click **Save** after each question is answered (recommended for staying connected to the Internet). Even though you save a question, you are able to change the answer any time before you click **Submit**.

**IMPORTANT:**

If you start taking a Force Completion exam that does NOT allow Multiple Attempts and you get disconnected from the internet for whatever reason, you may not realize you have been disconnected until you try to Submit the test and receive an **error message**. You will receive a pencil & paper icon, instead of a grade and you will be prevented from re-accessing the exam.

What to do if this happens?

You **MUST** contact the instructor to reset you test to enable you to begin taking it again. Only the instructor can remove the pencil and paper icon. Please read your instructor’s policy (usually found in your course syllabus) regarding test resets.
Take an Exam or Quiz

Click on the Course Menu button or link where your quiz or exam is located. Read your syllabus to find out where your instructor will be putting your quizzes or exams.

Some courses may have a specific folder that contains your quizzes and exams.

Other courses will place quizzes under a particular week or chapter.

Click on the quiz you need to take (such as, Quiz 1 in the above image).

A box opens and asks if you are sure you want to take the quiz. Click OK or click CANCEL if you are not ready.

*NOTE: If a test is timed, the time begins when you click OK.

NOTE: Some instructors may choose to have users enter a password to begin. The test will continue to prompt for a valid password until the correct one is entered.
The test will appear. Take the exam or quiz. Remember what the tips from the Blackboard Test Taking Tips section AND the rules for the different Test setting options while taking your exam.

**IMPORTANT:** All exams require that you click the SUBMIT button to complete the exam. You will be asked to confirm the submit command and will be informed of any questions you did not answer. Click the **OK** button if you wish to continue with your submission.

You will receive a success message. Can click the **OK** button to view results.

**NOTE:** Blackboard will usually grade your exam immediately if you submitted it properly. Exams with essay questions will receive a ![grade icon] for a grade, and you must wait for the instructor to manually give you a grade. If you receive an error message and you receive the pen and paper icon for a grade, you will need to contact your instructor.
Types of Questions in Assessments

**Calculated**: Contains a formula with a number of variables. The correct answer can be a specific value or a range of values.

**Calculated Numeric Response**: A fill-in-the-blank question, except a number is entered to complete the statement. The correct answer can be a specific number or within a range of numbers.

**Either/Or**: Users are presented with a statement and asked to respond using a selection of pre-defined two-choice answers, such as: Yes/No; Agree/Disagree; Right/Wrong.

**Essay**: Students type answer into a text field.

**File Response**: Uploaded files are used to respond to the question.

**Fill in the Blank**: A statement requires an answer to complete it.

**Fill in Multiple Blanks**: Multiple responses are inserted into a sentence or paragraph.

**Hot Spot**: A specific point on an image is used to indicate the answer.

**Jumbled Sentence**: Users are shown a sentence with a few parts of the sentence as variables. The user selects the proper answer for each variable from drop-down lists.

**Matching**: Allows students to pair items in one column to items in another column.

**Multiple Answer**: Allows users to choose more than one answer.

**Multiple Choice**: Allows a number of choices with one correct answer.

**Opinion Scale/Likert**: User indicates the multiple choice answer that represents their attitude or reaction: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable.

**Ordering**: Requires students to provide an answer by selecting the correct order of a series of items.

**Quiz Bowl**: An answer appears; the user uses a who, what, or where question to respond (like the TV show, Jeopardy).

**Short Answer**: Similar to Essay questions, but answer length is limited.

**True/False**: A statement with the option to choose either true or false. True/False answer options are limited to the words True and False.
My Grades

Click on **Tools** or **Course Tools** on the Course Menu button or links of your course page. Click on **My Grades** to check your scores and results of assessments and assignments.

![My Grades View grades.]

Click on the grade or icon to see any feedback your instructor may have provided.

![View Grades]

Instead of a score, there can be five other icons you might see. The description of each icon is detailed below.

<table>
<thead>
<tr>
<th>Icon Definitions</th>
<th>Detailed Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>The check mark signifies that the student has completed the gradebook item</td>
</tr>
<tr>
<td>Needs grading</td>
<td>A green exclamation point displays if one of these situations exists: The assessment includes essay questions and needs to be graded.</td>
</tr>
<tr>
<td></td>
<td>The student exceeded the time limit for the assessment.</td>
</tr>
<tr>
<td></td>
<td>The student started an assessment but did not complete or submit it (incomplete attempt). <strong>Incomplete attempts must be cleared by the instructor before being able to view a grade for that item.</strong></td>
</tr>
<tr>
<td>Attempt in Progress</td>
<td>The paper and pen icon displays to signal the student has begun the assessment or assignment, but has not yet clicked <strong>Submit</strong>. This symbol will also appear if the student clicked <strong>Submit</strong>, but was no longer connected to their ISP and Blackboard. If you see pencil and paper icon after submitting a force completion test that does not allow multiple attempt, you must contact your instructor.</td>
</tr>
<tr>
<td>Error</td>
<td><strong>Contact your instructor.</strong></td>
</tr>
<tr>
<td>No information</td>
<td>A simple dash shows that the student has not begun the assessment.</td>
</tr>
</tbody>
</table>

**Grades and Multiple-Attempt Assessments:**

When you open a multiple-attempt assessment and do not complete it (i.e. click **Submit**), but complete it at a later time, you may see an exclamation mark instead of your grade. Your instructor may need to clear all prior incomplete attempts before you can view your grade or manually enter a grade after reviewing it.

**A solution:** Do not open any assessment unless you plan to finish it at that time. Always click the SUBMIT button, whether or not you complete the assessment at that time. Then, **all of your multiple attempts will be graded.**
APPENDIX

Publisher’s ACCESS CODE

For some Distance courses, the publisher of your textbook requires an access code to view content and take tests on their Web site, or access the CD that comes with a non-used text.

After you are in your course site, you will find a second logon box, usually under Course Materials or Course Documents, where you will type in the access code that came with your textbook.

Access codes only come with the purchase of a new book Access codes which may come with a used text probably will not work, as they are only single-use codes. If you have purchased a used text, you may want to check with the Book Centers or the book’s publisher to find out whether you can purchase an access code separately.

SUPPORT FOR WEB COURSES THAT REQUIRE AN ACCESS CODE: If you have trouble with the access code, you should contact the publisher through their Web address or telephone number provided with the code. We also recommend you inform your instructor that you are having a problem. If you cannot find the information that came with your code, try contacting the publisher from the information listed below.

Tri-C Distance Learning CANNOT help you with the publisher’s access codes, because the access code is issued by the publisher.

Addison Wesley – Go to www.aw-bc.com. Click the Student Support tab.
Houghton Mifflin – (800) 732-3223 ext. 3 or e-mail to support@hmco.com.
Prentice Hall/Pearson – 1-888-384-7135
John Wiley & Son (Egrade Plus) – Go to www.Wiley.com/techsupport for FAQs, chat with technical support or complete the online e-mail form.
Wadsworth (Thomson) – (WebTutor/InfoTrac) – Web Tutor has multiple types or levels. You should receive instructions when you purchase your WebTutor Access Code. On their Web site, they recommend students contact Thomson Technical Support at 1-800-423-0563 if they experience problems with the Access Key. Information is also available at http://webtutor.thomsonlearning.com. Click on the Blackboard link, and then click on Student Support.
Resolving Computer Problems or Issues

What is my computer breaks and I can’t get it fixed?
Go to a Public Library or to one of the Technical Learning Centers (TLC) on one of Tri-C’s campuses.

**Eastern**  East Student Services Bldg. (ESS)  (216) 987-2067  Room 3200

**Metro**  Metro Technology Learning Center (MTLC)  (216) 987-3679  2nd floor

**Western**  West Technology learning Center (WTLC)  (216) 987-5596  Room 111

I’m Getting a Page cannot be displayed error.

“Page cannot be displayed” can have different causes.

Did you type in the correct URL? If not, retype it. If the URL is correct, click the Refresh button near the top of your IE window. Very often the Refresh button will correct the problem. Another solution is to wait 15 minutes and try again. Temporary causes of this are: Internet is running too slow to load the page in a timely manner, server problems at your ISP or server problems where the URL is located. Before calling our Help Desk, we suggest you delete the temporary Internet files on your computer.

For AOL Users Only

AOL is not compatible with certain functions and features of Blackboard. Visit [http://dlc.tri-c.edu/WEB/bhawk/trouble/AOL_UseWithBlackboard.htm](http://dlc.tri-c.edu/WEB/bhawk/trouble/AOL_UseWithBlackboard.htm) for specific information for AOL users.

Have you recently installed firewall software on your computer?

If so, try disabling the firewall and try connecting to the site where you are having difficulty. If you can connect, then the problem may be with your firewall settings. If you still cannot connect, re-enable the firewall and contact your service provider.

Have you recently made ANY changes to your computer’s settings?

If so, change the setting back to what it was and try connecting. If you’ve made more than one change, do this check on each individual setting. If you still have difficulties or gain new problems, reapply the change and go to the next one.

Check your network card (NIC card) and cables.

Look at the back of your computer where your network card is installed and check for a blinking light (make sure your computer is turned on and the system has booted). If you do not see a blinking light, you may have a problem with your network card. Contact technical support where you purchased your computer for assistance.

You may also want to check that your data cables are securely attached to your equipment (computer, modems, etc.). Even a slight play in the connector can cause connection problems.
Resolving Blackboard Problems or Issues

**PROBLEM:** You cannot connect to the tri-c.edu Web site or are otherwise unable to load the correct page in your browser.

Below is a troubleshooting list that we at Distance Learning have found to be problems students have with their computers. We are not computer technicians, nor can we diagnose computer problems. **If you are having problems, we suggest you attempt the following resolutions in the order given.**

<table>
<thead>
<tr>
<th>STEP</th>
<th>CAUSE OF PROBLEM</th>
<th>RESOLUTION</th>
</tr>
</thead>
</table>
| 1    | You typed the wrong URL in the address box or used an old "favorite" or "bookmark" link. | Double check the URL of the site you want and type the correct URL into the address bar of your browser. Valid sites for Blackboard students are:  
  - http://my.tri-c.edu  
  - http://dlc.tri-c.edu  
  - http://instruct.tri-c.edu  
  - http://www.tri-c.edu |
| 2    | Your computer timed out or your Internet connection is very busy.              | Refresh or Reload your page (Directions below).                                                                                                                                                                                                                                                                                           |
| 3    | Verify your ISP server is working properly and there are no problems with the Blackboard server. | If you cannot get to any Internet site, then the problem is with your ISP. Wait a few minutes and try again or call your ISP technical support.                                                                                                                                       |
| 4    | You have an outdated browser or you are using a provider’s proprietary browser. | **We strongly recommend you not use your provider’s browser to access Blackboard.**  
  If you are using your ISP’s browser, minimize or close your provider’s browser (AOL, MSN, etc.) and open Internet Explorer. Check if your browser is up-to-date. (click Help in the menu bar, and then select About). Have you **installed any and all patches, updates, service packs, etc.** from the browser’s Web site?  
  Also, go to http://dlc.tri-c.edu/web/bhawk/bcheck.asp to check your browser settings. |
| 5    | Your browser may be reading from a page cached in your temporary Internet files or these temporary files may have become corrupt. | Clear your cache (temporary Internet files) (See previous page or temporary internet file in the appendix)                                                                                                                                                                                                                                         |
| 6    | Your computer’s connection to your service provider may have a problem.       |  
  - Shutdown your computer, using the shutdown dialog box from the Start button in your taskbar.  
  - If you have a cable or DSL connection, it may be necessary to turn the power off. Follow your ISP directions. Usually,  
    - Wait one minute.  
    - Reattach the power to your modem and wait for all its lights to display (power, send/receive, etc.).  
    - Turn your computer back on and watch for your modem’s lights to flash, indicating Internet activity. |
| 7    | Your computer may have a virus.                                                | If you have a **current anti-virus program** running on the computer, do a complete system scan. If you **do not** have an anti-virus program, go to http://housecall.trendmicro.com and run the free virus scan program.                                                                 |
| 8    | A spyware, adware or malware program may have attached itself to your computer. | Go to: www.lavasoftusa.com/software/adaware/, download, install and run Ad-Aware. **This free** program will scan your system and allow you to remove/quarantine any adware, spyware and malware you may have on your computer.                                                                                           |
| 9    | If you are still having problems.                                               | Contact the Tri-C Helpdesk by phone at (216) 987-4357.                                                                                                                                                                                                                      |
Mozilla Firefox FAQs

Clearing your cache, cookies, and temporary internet files

1. Open **Firefox**, go to the **Tools** menu and choose **Options**

2. The following dialog box will open

3. Click on the second icon down, called **Privacy**, from the left menu
4. Click on the **Clear** buttons next to the desired area (History, Saved Form Information, etc.)

5. You can also simply click on the **Clear All** button located in the lower right-hand corner, to clear all the areas at once. If you do so, you should see the following warning:

![Clear All Information]

This will remove ALL of your browsing history, cache, the list of recently downloaded files, all saved form information and searches, all cookies and saved passwords!

**Clear All Information**

6. Read it carefully and click **Clear All Information** if you agree, or **Cancel** if you prefer to do it step by step, using the Clear buttons above.

7. Click the **OK** button when you are done.

**Activate Test Timer**

**Status Bar:** Make sure you can see the status bar at the bottom of your browser window. In a timed test (not all tests are timed), you should see the timer in the bottom left of this status bar.

**Assessments:** If you cannot see the timer while taking a timed test, you will need to make the browser adjustments below.

1. Select **OPTIONS** from the **TOOLS** menu.
2. Click on **CONTENT** from the choices at the top of the screen.
3. Click on **ADVANCED** across from the “**Enable JavaScript**” options. Both “**Enable JavaScript**” and “**Enable Java**” should already be selected.
4. In the **ADVANCED** window, choose to allow scripts to “**Change status bar text**”
5. Click **OK** to exit the **ADVANCED** window, then **OK** again to exit out of the **OPTIONS** box.
6. The timer should now show in your timed exams.

Remember, it typically takes a few minutes to load the timer into the status bar. You can go ahead and begin your test, and when the timer shows, it will reflect the time already passed. The timer is running, it just takes a few minutes to show up. This delay will vary depending on your Internet connection speed.

**Copy and Paste in Firefox**

In Firefox, using the context menu or keyboard shortcuts to Cut, Copy and Paste is prohibited by security features in the browser. **The only method to paste while in Blackboard** is clicking on **EDIT** in the browser menu bar and selecting **PASTE**. One alternative, if you want to be able to use Paste from the context menu or keyboard shortcut, is to disable the Visual Text Box Editor in your Blackboard settings. Directions are in Appendix A, section G.
Safari Browser – Clear Cache, Cookie, and History

1. Click on the **Safari** menu and choose **Clear Cache**:

![Safari Menu]

2. The following dialog box will open. Choose **Empty**:

![Clear Cache Dialog]

3. Click on the **Safari** menu again, and this time choose **Preferences**

![Preferences Menu]
4. From the **Security** dialog box, click on the **Bookmarks** button:

5. Click on the **Show Cookies** button. You should see a screen like this one:

6. Click the **Remove** button after selecting the cookies you want to delete, or...

7. Click the **Remove All** button to remove all your cookies at once

8. To **clear the History**, simply click on the **History** menu, and choose **Clear History**.
Save an Assignment as an RTF (Rich Text Format) File

(If your instructor has requested you send your assignments as .rtf or if you do not have Microsoft Word as your word processor)

Have the file open in your word processor.

Click **File** on the top menu bar and select **Save As**.

A **Save As** dialog box will pop up.

In the **Save in** box at the top, click the down arrow to the right of the text box and select the folder where you keep your assignments.

At the bottom of the dialog box, click the down arrow next to the **Save as type** text box. Select **Rich text format**.

Click the **Save** button to the right of the text boxes.

Your file will now have an .rtf file extension after it, for example, **test file.rtf**.
Using the Browse Button

Web-based students will use the Browse button to attach a file to an e-mail, message, discussion board posting, or send an assignment to your instructor via the Digital Drop Box submission.

Click on the **Browse** button.

Click on the down arrow to the right of the **Look in** box and select the drive your file is located in.

Click on the file you want to attach (the file will become highlighted). Also, the file name is automatically put into the **File name** text box. Click the **OPEN** button or double-click on the file you want to attach.

Your file is attached.

Continue what steps you need to take to send the assignment – usually just click the **Submit** button.
How to Copy & Paste Between Programs

Open your word processor and the document you want to copy.

Use your mouse to highlight the text or click on **Edit** in the menu bar and select **Select All**. Copy the selected text. There are several ways to do this. You can select **Edit** in the menu bar and select **Copy**.

Connect to Blackboard, if you are not connected already. Usually this task is completed in Discussion Board, but can be done in other appropriate areas. Navigate to the appropriate text box and make sure your cursor is in the text box where you want to paste the copied item.

What you click to **paste** your copied item into Blackboard will depend on which browser you are using.

To paste your assignment using the Microsoft **Internet Explorer**, click on the **paste** icon above the message area.

![Edit Menu](image)

**NOTE:** If the visual text box editor is disabled, click on the Edit in the menu bar at the top of the browser window and select **Paste** to paste your assignment. You can also press CTRL + V to paste.

To paste your assignment using the **Firefox** browser, click on Edit in the menu bar at the top of the browser window and select Paste.

![Firefox Edit Menu](image)

Click the **Submit** button. When you return to the Contents page of the discussion forum, you should see the subject line of your message appear in the list.
How to Print Course Documents in Blackboard

Sometimes documents posted in Blackboard do not print successfully from within the Blackboard site. If you are having trouble printing documents posted in Blackboard, do the following:

1. Right-click on the link to the document within Blackboard, and then highlight and click on the 'Open in New Window' option to launch the document in a separate browser window.

2. Click "Open" in the File Download window, as illustrated in the screen shot below:

3. The document 'Scholarly_Paper_Checklist.doc' should then open in a new browser window. Click on the "Print" command under File.

4. Click "OK" in the Print dialog box. The document should then print successfully.
How to Change Screen Resolution

1. Right Click on your desktop
2. Select Properties - A Display Properties window will open

3. Select the Settings Tab

4. Change the Screen Resolution to 1024 x 768

   NOTE: Your Settings tab might not look exactly the same. But, you should be able to adjust the screen resolution in this tab.

5. Click APPLY
6. Click OK
7. Your Screen Resolution should be updated.
## Get Blackboard Help 24/7

<table>
<thead>
<tr>
<th>Feature</th>
<th>Information</th>
</tr>
</thead>
</table>
| **My Blackboard Support** | - 24/7 online self-serve assistance.  
|                  | - Go to: *My Blackboard* tab on *my Tri-C space* then *Bb Support Center Link* |
| **Live Chat**    | - Chat online with a live person 24/7.                                     |
| **Phone**        | - Speak to a live person 24/7                                              |
| **Distance@tri-c.edu** | - E-mail is answered Monday through Friday 8:30 a.m. to 5:00 p.m.         |

**24/7 Telephone Support**

- **(216) 987-4357**
Distance Learning Center
Cuyahoga Community College

2900 Cuyahoga Community College Avenue
Metro Campus Media Center, Room 56
Cleveland, OH 44115

distance@tri-c.edu
(216) 987-4257