

9. e-Learning Support

9.1 Blackboard - University's Common Learning Management System

The University has adopted Blackboard as the common Learning Management System (LMS). It is a user-friendly course development tool which enables teachers and students to build and use web-based course content to enhance the effectiveness of teaching and learning activities.

Blackboard provides the essential functions of interactive teaching/learning through the Internet including online discussion forum and chat room, interactive quiz, internal mail, class calendar, class management and performance tracking, etc. More information on Blackboard can be found at: <http://www.blackboard.com>.

9.2 Subject Web Sites

As part of ITS' support for e-Learning, a subject web site with student accounts will be created upon request for every subject under Blackboard before the beginning of each semester. Teaching staff can import contents into the subject web sites for students to access course materials, take quizzes, submit assignments and interact with you and fellow students on the web.

To access the subject websites

- Login the University Portal with your **NetID** and **NetPassword**
- At the Portal Welcome Page, select **WebCT** under "Quick Links"

The web sites of all the subjects that you are teaching for the semester will be displayed and you can import and edit contents of the subject web sites.

9.3 User Guide and Training Workshops

If you are an inexperienced user of Blackboard, you may acquire some basic skills of using the e-Learning platform by going through the Blackboard User Guide available at the PolyU e-Learning web site at <http://www.polyu.edu.hk/elearning>. You may also attend the Blackboard training workshops offered by ITS.

9.4 University e-Learning Platform Support Hotline

The e-Learning Platform Support Hotline at **Ext. 4948** provides focused and comprehensive technical support and consultation service to all academic staff on the use of the e-Learning platform. It offers professional advice on the use of the various features of Blackboard and provides technical assistance on importing web-based teaching materials into Blackboard subject web sites. Consultancy services are also offered to departments on the development of Blackboard e-Learning projects. You may send your service requests via e-mail at "**itbb**" (GroupWise).