

Instructions for Blackboard Online Program

2009 SMH Mandatory In-Service Education Program

Accessing Blackboard

To access the Blackboard course, you must have a Blackboard account and enroll in the course.

Request a Blackboard Account

1. If you do not already have a Blackboard account, go to the Blackboard support page at http://www.urmc.rochester.edu/hslt/Miner/teaching_and_learning/blackboard/ and click the "Request an account" link at the top of the page.
2. This account will be created immediately. You will receive an e-mail with your username and password that will allow you to log in to Blackboard and self-enroll in the class.

Already Have a Blackboard Account?

Follow the steps below to self-enroll in the course.

To Self-Enroll in the Course

1. Access Blackboard at <http://bb.urmc.rochester.edu>
(If you are unable to open Blackboard by clicking on this link, you can either copy/paste or retype the URL into your Web browser.)
2. Log in using the username and password given to you by e-mail when you requested a Blackboard account.
3. **MY URMC** page opens; select the **Courses** tab at the top of the page.
4. Search for the course in the **Course Search** box by typing in: **2009 SMH Mandatory In-service Education Program** or "mandatory" and then select the 2009 version from the list.
5. The **Browse Course Catalog** page opens. The "Enroll" button is located beneath the green "Search Results" bar on the far right of your screen. Click the button to enroll in the course.
6. At the "Self-Enrollment" screen, click "Submit."
7. "Self-Enrollment: Receipt Success" screen appears; click "OK."
8. You should now be in the course.

Problems Logging into Blackboard

Contact Blackboard Support at Blackboard@urmc.rochester.edu

Before Starting the Course, Please Read the Following:

1. The program opens to the "Announcements" page
2. Click "Staff Information" at the left side of the screen to access staff contact information for this course.
3. "Course Overview": please read this overview of course requirements and documentation.
4. "Mandatory Modules": contains modules to be read, depending on job responsibilities.

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To Take, Submit, and View Results of the Test

1. Click "Competency Tests" in the navigation bar on the left. When the page opens, follow the instructions in red and then click one of the four 2009 tests, depending on your job responsibilities. Click OK on the "Begin: 2009" page to enter the test.
2. **Option 1 for 2009—New Testing Process—Test Out:** you may take the appropriate test (A, B, C, or D) without reading the appropriate topic modules; however, you must pass the appropriate test with a score of 90%. If you do not pass, you must read the modules for the missed questions, retake the test, and score 90%. For Test A, passing is 44 out of 48 points; Test B is 63 out of 70 points; Test C is 72 out of 80 points; and Test D is 53 out of 58 points.
3. **Option 2:** Review the test questions as you read the session material in the course:
 - Option 2a:** Print out the test (Click on "File," then "Print" from the menu while viewing the test)
 - Option 2b:** Open a new Internet Explorer screen/browser, log into Blackboard, enter the course and open the test. Keep the 1st screen/browser open with the subject material. Switch between the two screens/browsers to review material and take the test.
3. **Select the best answer** for each question.
4. **Leaving the test before finishing:**

If you cannot complete the test and must leave your Blackboard session, you **MUST** click on the "**SAVE**" button at the **bottom of the screen** to save any answers you have completed thus far; otherwise you will lose all of your answers and must begin again.

If you have Saved the test, when you login again, go to "TESTING" and click on the name of the test; you will see the questions and the answers as you left them. Answers can be changed after they have been saved (but not once the test is submitted).
5. **To view your results:**

When you have completed the test to your satisfaction, click the "SUBMIT" button at the bottom of the screen, then click OK at "Confirm assessment submission" box. Blackboard will now score your test and alert you as to whether or not you passed the test. At the "Assessment successfully submitted" screen, click "OK" to review your results. You can print out your results here if you wish.

If you do not receive a passing score of 90%, you must read the modules for the question(s) you missed and retake the test. As of mid-January 2009, when you pass the test, Blackboard will send "completed" to HRMS for inclusion in your training record within 5 business days.
6. **Reviewing/printing your test:**

If you have exited the test but want to review or print your test, click Testing on the left menu, the test name, OK to begin, then click OK to review the results of your last attempt. If you want a paper record of your results, print page one which shows your name, date the test was submitted, whether the test was completed, and the test score; you may want to write your employee ID number at the top. Or, you may print your entire test.
7. **To retake the test:**

Click Testing on the left menu, click the test name and at the "Assessment already completed" message, click the link "take the assessment again."
8. **Post-test Survey 2009:**

We also would appreciate your taking a minute to complete this feedback section.

Contacts for questions:

- Technical issues: Blackboard@urmc.rochester.edu
- Course content: Kristin Hocker, HRD, at 275-3481