

Instructor's WebCT Help Sheet

If you are utilizing WebCT for some or all of your content, here are a few things that will help you and your students have a successful experience.

Requesting a WebCT Course

A WebCT Request form is available in the TRC Public folder in Outlook. A separate form must be filled out for each course that will have a WebCT component. You must be sure to include the exact section number of the course, the course name and what you would like your course based on (ex: a course you taught in a previous semester or the BCC Template). Completed forms can be sent by interoffice mail to Scot Beekman in Computing Resources or emailed to beekman_s@sunybroome.edu.

Adding and Synchronizing your Student List

- Instructors are responsible for adding students to their courses. Make sure you do this at the very beginning of the semester. Students will not be able to access your online course material until you add them. You must also be sure to synchronize your course on a regular basis to process students who add or drop. This should be done every 2-3 days during the beginning of the semester or when you know that a student has added or dropped your course.

See the handout *Adding and Synchronizing Students in WebCT* for instructions. (Available in the Teaching Resource Center).

Tell The Students

- You should teach your students how to access their WebCT material. The handout entitled *Student Guide to Accessing WebCT* is a resource that can be shared with students in your course. (The guide is available in the Teaching Resource Center or online at http://www.sunybroome.edu/~online/accessing_webct_courses.html)

Support for WebCT

Instructor Support:

- Support for instructors is provided during normal business hours, usually Monday - Friday, 8:30 AM – 5:00 PM.
- **Scot Beekman** provides technical support for issues such as sign on problems, error messages, and course requests. He can be reached via email to beekman_s@sunybroome.edu, a phone call to Computing Resources, or by stopping into the Computing Resources Department located in the Business Building.
- The Teaching Resource Center provides support for design related questions. Two Multimedia Instructional Designers are on staff to assist faculty developing online or web supplemented courses. They can be reached by stopping in to the TRC in Library 101 or by email/phone:

Carine Surdey
surdey_c@sunybroome.edu
778- 5353

Susan Woerner
woerner_s@sunybroome.edu
778-5532

Student Support:

- Support for students is provided during normal business hours, usually Monday – Friday, 8:30 AM – 5:00 PM.
- The Computer Center Help Desk provides all WebCT support for students. They are located in the Library, Room 102D, and their hours are posted on the door. Students can contact the HelpDesk by the following:

Email: helpdesk@sunybroome.edu

AOL Instant Messenger Screen Name: bcchlpdsk

On the Web: <http://www.sunybroome.edu/compresources/helpdesk.html>

Phone: (607) 778-5CHD or (607) 778-5243

Drop-in: Library Room 102D

- If the Computer Center Help Desk is unavailable, students may visit the Computing Resources Department located in the Business Building.

Pop-Up/Advertisement Blockers

- Programs such as Pop-Up Blocker and Ad-Stopper can stop WebCT from working properly. WebCT uses pop-up windows for functions such as quizzes, tests, and Math ML equation editors. If one of these programs is installed and enabled these functions will appear to not be working properly. As soon as the Pop-Up Stopper program is disabled or uninstalled, these functions will work properly.
- Note: Norton Internet Security and Windows XP SP2 also have this feature as an option. Make sure this option is disabled if these programs are installed.