

SNAPSHOT IMPLEMENTATION: What it means for Blackboard and Instruction



Frequently Asked Questions (FAQs)

1. What is Snapshot?

- a. It is a tool developed by Blackboard and designed to integrate the Colleague system with Blackboard.

2. How does Snapshot work?

- a. It synchronizes the activity between Colleague and Bb in three-hour intervals. It creates an automatic process to transfer and update user, course, instructor assignment and enrollment data from Colleague to Blackboard on an efficient and timely schedule.

3. Why do we need Snapshot?

- a. To accurately capture registration and enrollment activity in the student information system (Colleague) and to have it accurately displayed in the course management system (Blackboard).
- b. It is a reliable and widely used tool that detects user, student, course, and assignment profile errors and promotes ongoing efficiencies and speed in processing registrations and enrollments.
- c. To complement the efforts to increase instruction that is deliverable in ways that are consistent with learning options in education and learning styles in today's technology-advanced society.

4. How is access to Blackboard determined for faculty?

- a. All current faculty assigned to teach courses receive access to Blackboard.

5. How is access to Blackboard determined for students?

- a. All students currently enrolled, and enrolled for the past three terms.

6. What is new in Blackboard as a result of the Snapshot implementation?

- a. The course ID format is as follows: INT 375 90 092.
Only change is the designation for course term
- Spring 2010 term is now **092**; Summer 2010 will be **093**; Fall 2010 will be **101**.
- b. All courses in Colleague for a term are now in automatically created in Blackboard.
- c. Faculty must have access to Colleague/SpartanShield and a valid NSU e-mail address.

7. What changes in student registration behavior are reflected in Blackboard?

- a. When students register they are enrolled in courses in Blackboard.
- b. When students drop, they are dropped from courses in Blackboard.
- c. When an override is approved and entered at the Registrar's Office, the respective student is enrolled in the course in Blackboard.
- d. When students are **deregistered** or completely withdraw, they are withdrawn in Blackboard. Students will not appear in Blackboard until they are validly **reregistered** for the course.

8. How will student name change (married) and e-mail address be handled?

- a. If the name and/or email address is changed in Colleague via the proper administrative office (in most cases, the Registrar's Office) the changes will be reflected in Blackboard. This includes a corresponding change to the Blackboard user ID.

9. How are grades of Incomplete ('I') handled in Blackboard?

- a. Blackboard Support must be contacted to setup protocols for student access to old course work.

10. How does Snapshot implementation affect functions previously performed by faculty?

- a. All enrollment and demographic changes are now exclusively handled by Snapshot.
- b. Instructors do not request course sites for Blackboard
- c. Instructors do not enroll students in courses in Blackboard.

11. What should I check when a student informs me that they cannot access the course?

- a. Course has been made available to student view
- b. Course is active/valid in Colleague
- c. Student is actually registered
- d. Verify if student is deregistered
- e. Verify the Student ID is correct

12. Who do I contact with support issues?

- a. Email bbtechsupport@nsu.edu
- b. Call 757-823-2328