



Course Access for Support Staff

Policy

Courses should not be accessed by support staff without the knowledge of the instructor. If working directly with the instructor, staff members should ask for verbal consent prior to accessing the course. If appropriate, students should be referred back to the instructor for assistance or support staff should try to troubleshoot with students using other means prior to enrolling in the course (ie: join.me).

If an instructor is not available to provide consent for access, a notification must be sent to the instructor(s) notifying them of the date and time of access, areas accessed and reason for access.

If it is necessary to enroll in the course to assist with troubleshooting, the support member should remove themselves from the course immediately after assisting the user. If the issue is not resolved and further access may be needed, the support member should remove themselves, and re-enroll each time they enter the course.

Support staff members are not authorized to make changes to course settings or content. Blackboard System Administrators may make changes to a course with written or verbal consent from the instructor of record.

Procedure

Prior to accessing a course, all other means of assisting the user must be attempted.

Following an unauthorized course access, the support staff member must send Course Access Notification to all instructors listed for a course in Blackboard, the Blackboard e-mail account and the primary Blackboard system administrator or send the notification via Footprints.

The technical support member remove themselves from the course immediately after assisting the user even if further access may be needed.



Helpdesk
940-898-3971
helpdesk@twu.edu
<http://www.twu.edu/help-desk>

Blackboard Support
940-898-3706
blackboard@twu.edu
<http://www.twu.edu/blackboard>

