

What are the Various Roles and Functions in Blackboard?

System Administrators

- Train and support Blackboard Coordinators
- Create course shells as requested via Bb-Admin Portal
- Create Blackboard faculty/staff and student user accounts
- Maintain Blackboard Support site (<http://bbsupport.wcpss.net>)
- Maintain Blackboard School Coordinator course site
- Resolve issues forwarded by the Help Desk (Heat)

Blackboard Coordinators

- Train and support school/department staff
- Request course shells for instructors
- Perform password resets for faculty/staff and students
- Request new user accounts for faculty/staff and students
- Request faculty/staff Blackboard ID changes due to Email ID change
- Request course ID changes
- Request obsolete courses be removed
- Report Blackboard issues to the Help Desk
- Share additional concerns with System Administrators

Blackboard Coordinators

- Add, modify and remove course content regularly.
- Customize the “look and feel” of the course.
- Select which areas of the course site will be used.
- Enroll existing users in course.
- Create and manage groups.
- Create and moderate discussion forums.
- Support students and parents.
- Categorize their new courses in the course catalog.