

# ACADEMY SUPPORT

## How to get help

The Academy for Teaching Excellence is here to support all full-time and adjunct faculty at Harper College. Please contact us using the channels to the right. You can also visit our website for additional resources and support:

[harper-academy.net](http://harper-academy.net).

The Academy maintains a **Blackboard Support** page with links to resources, self-help guides, and tutorials related to common questions and mastering the features of Blackboard at Harper College.

Additional resources are available thru the **Blackboard Learn Help for Instructors** page.

## Academy Instructional Support

### INSTRUCTIONAL SUPPORT FORM

Requests that involve a consultation on design, technology, multimedia assistance or a training

- Assistance with instructional strategies
- Making instruction more inclusive
- Implementing a new technology tool
- Online testing and alternative assessments
- Recording/captioning/sharing videos
- Web-conferencing options
- Course template requests

[bit.ly/academy-support](http://bit.ly/academy-support)

## Blackboard Technical Assistance



Requests that involve troubleshooting technical aspects of Blackboard tools and features

**Monday - Friday | 8 a.m.-6p.m.**  
**Messages returned within 1 business day**

- Course copies
- Combining sections
- Course access

847.925.6090 Option 1

**Monday - Friday | 8 a.m.-6p.m.**  
**Emails returned within 1 business day**

- Troubleshooting
- Learning new features
- Tool/publisher integration
- Creating & deploying exams
- Building gradebooks
- Uploading content
- Collaborate Ultra help

[bbtechsupport@harpercollege.edu](mailto:bbtechsupport@harpercollege.edu)



### WEEKEND PHONE SUPPORT

**Saturday - Sunday | 8 a.m.-6p.m.**  
**Basic Blackboard technical assistance**

- Basic support provided *by Blackboard*
- Messages and escalations will be addressed by Harper's Blackboard support the following business day.

847.925.6090 Option 1