

ACADEMY SUPPORT

How to get help

The Academy for Teaching Excellence is here to support all full-time and adjunct faculty at Harper College. During the Fall 2021 semester, we will continue to be available remotely and on campus for drop-in support in Building F, Room F317 during the hours listed below.

Academy Hours

Virtual & On-Campus (F317):

Monday – Friday, 8 a.m. – 4:30 p.m.

Please visit our website for additional resources and support:
harper-academy.net.

Academy Instructional Support

ACADEMY REQUEST 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

Blackboard Technical Assistance



Requests that involve troubleshooting technical aspects of Blackboard tools and features

Monday - Thursday | 8 a.m. - 6 p.m.

Friday | 8 a.m. - 4:30 p.m.

Messages returned within 1 business day

- Course copies
- Combining sections
- Course access

Monday - Thursday | 8 a.m. - 6 p.m.

Friday | 8 a.m. - 4:30 p.m.

Emails returned within 1 business day

- Troubleshooting
- Learning new features
- Tool/publisher integration
- Creating & deploying exams
- Building gradebooks
- Uploading content
- Help with Collaborate Ultra or Ally

847.925.6090 Option 1

bbtechsupport@harpercollege.edu



WEEKEND SUPPORT

- Messages will be addressed by Harper's Blackboard support the following business day.
- Visit the Academy's [Blackboard Support](#) page or the [Blackboard Learn Help for Instructors](#) page.