

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 Spring 2022 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

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| <ul style="list-style-type: none">• Course copies• Combining sections• Course access | <ul style="list-style-type: none">• Troubleshooting• Learning new features• Tool/publisher integration• Creating & deploying exams | <ul style="list-style-type: none">• Building gradebooks• Uploading content• Help with Collaborate Ultra or Ally |
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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.