

ACADEMY SUPPORT

How to Get Help

The Academy for Teaching Excellence is here to support all full-time and adjunct faculty at Harper College. The Academy team is available remotely and on campus for drop-in support during the hours listed below. Please visit our website for additional resources and support: harper-academy.net.

On-campus Office Hours (Building F, Room F317): Monday - Friday, 8 a.m. - 4:30 p.m.

Virtual Support Hours: Monday - Thursday, 8 a.m. - 6 p.m. & Friday, 8 a.m. - 4:30 p.m.

Instructional Support

Requests that involve a consultation on course design, technology, multimedia assistance, and more

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

Academy Request Form: bit.ly/academy-support

Phone: 847.925.6174

Email: academy@harpercollege.edu

Blackboard Technical Assistance

Requests that involve troubleshooting technical aspects of Blackboard tools and features

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

Phone: 847.925.6090 Option 1

Email: bbtechsupport@harpercollege.edu

Blackboard Resources:

Visit the Academy's [Blackboard Support](#) page or the [Blackboard Learn Help for Instructors](#) page.