












Promoting Student Success

1. Prior to the start of classes, complete checklist:








✓	Post your syllabus in your courses. Make sure your syllabus clearly states how you are going to communicate with your students & how you expect students to communicate with you (course messages, MCC e-mail, or video conference). Keep it simple.	
✓	Send a Blackboard Announcement 1 week prior to course start. Welcome students to your course. Let them know how to be successful. Provide links to any required textbooks, the link to a first synchronous class session (if applicable), how often should they be logging in to Bb each week, attendance/participation expectations.	
✓	Open your course on the first day of classes or before. Include contact information and a biography welcoming your students to the course. Creating a welcome video (1 minute example)	
✓	Keep communicating with your students in order to reinforce your expectations and their duties in your course. Do not take for granted what you expect from students.	
✓	For a synchronous course, place your web conferencing link visibly, on the Course Menu. Send the link to students via Announcements. Keep your Zoom or Collaborate links organized and easy to locate. Hide the virtual conference link you do NOT use (ex: if you use Zoom, hide Collaborate link to prevent confusion).	

2. First Day of Class Through the Drop/Add Period checklist:

✓	Send your welcome announcement to reach all enrolled students on the first day of the semester. Be aware that during the first two weeks of classes there is an open add/drop courses period. Accommodate the late comers. Please note that there is a delay in the time that a student enrolls in your course until the time they receive access to it in Bb – they receive access by the following morning.	
✓	Establish a clear, consistent communication pattern with your students and repeat it often through the add/drop period.	

	Some students will be coming in and out throughout the first week. Please make sure they know how to access your class, how to communicate with you, and when the due dates are for every assignment.	
✓	Students can contact the Help Desk with most of the technical issues @ servicedesk@middlesex.mass.edu or call 800-818-3434 Bb Help Center. Please check that the technical issue is not on your side first (open your course, available content, visible links). Use Student Preview feature to check what students see from your course.	
✓	Follow up with any students who are not showing up for synchronous sessions or who have not submitted their first assignment. Check what is going on and how you can help. Also refer students to the campus resources (free tutoring , wellness and essential needs).	

3. Additional suggestions to guide your students:

✓	Use Google Chrome or Firefox with Blackboard. Internet Explorer is NOT supported (recommend the same to students)	
✓	Let students know there are MCC resources to assist them on the "Institution Page" and "Assist" when they login to Bb.	
✓	Request students use Office 365 to write and submit their papers in to Blackboard. Students have free access to Office 365 provided by IT office .	
✓	Students should use a PC or a MAC , not a cell phone, to complete their assignments.	
✓	Provide weekly "drop in" or "by appointment" office hours and encourage students to use this time	
	Encourage students to turn on their camera and participate in synchronous sessions. See this instructor's approach!	
	Design a course menu that successfully guides students through your course (see an illustrative example here).	

Please contact Daniela (loghind@middlesex.mass.edu) or Roxanne (mccorryr@middlesex.mass.edu) for help setting up your course.

Have a great semester!