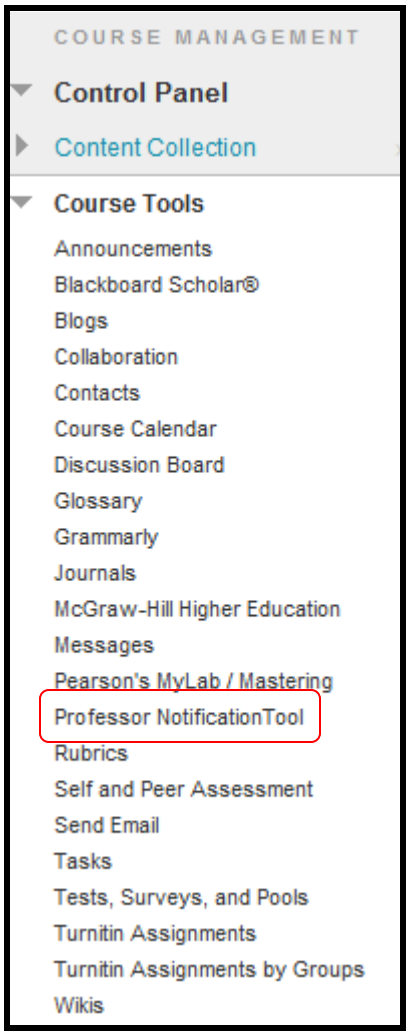
Professor Notification Tool

As faculty, you may send students text messages and voice mail messages via Blackboard. Students must opt-in for this service. Here are the instructions for sending text and voice messages in Blackboard.

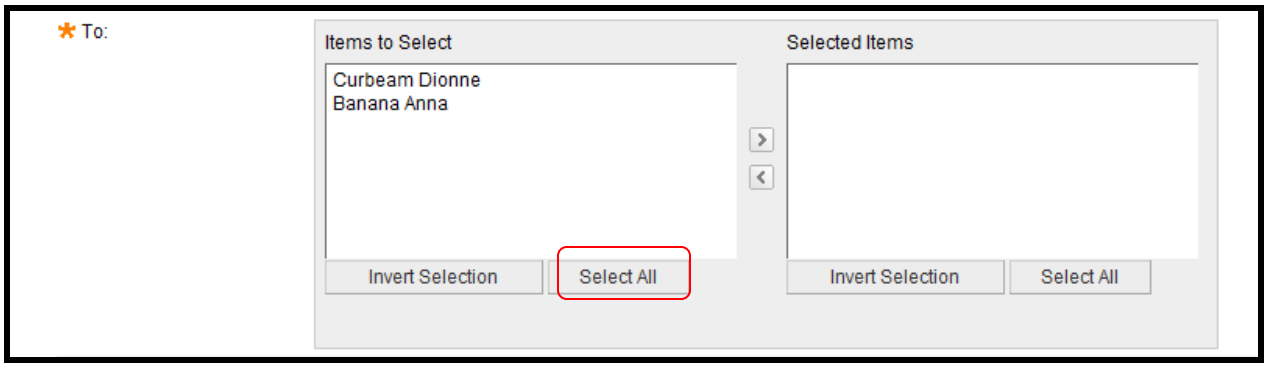
1. Log in to Blackboard by visiting **http://eaglebb.coppin.edu.**

2. Select a course.

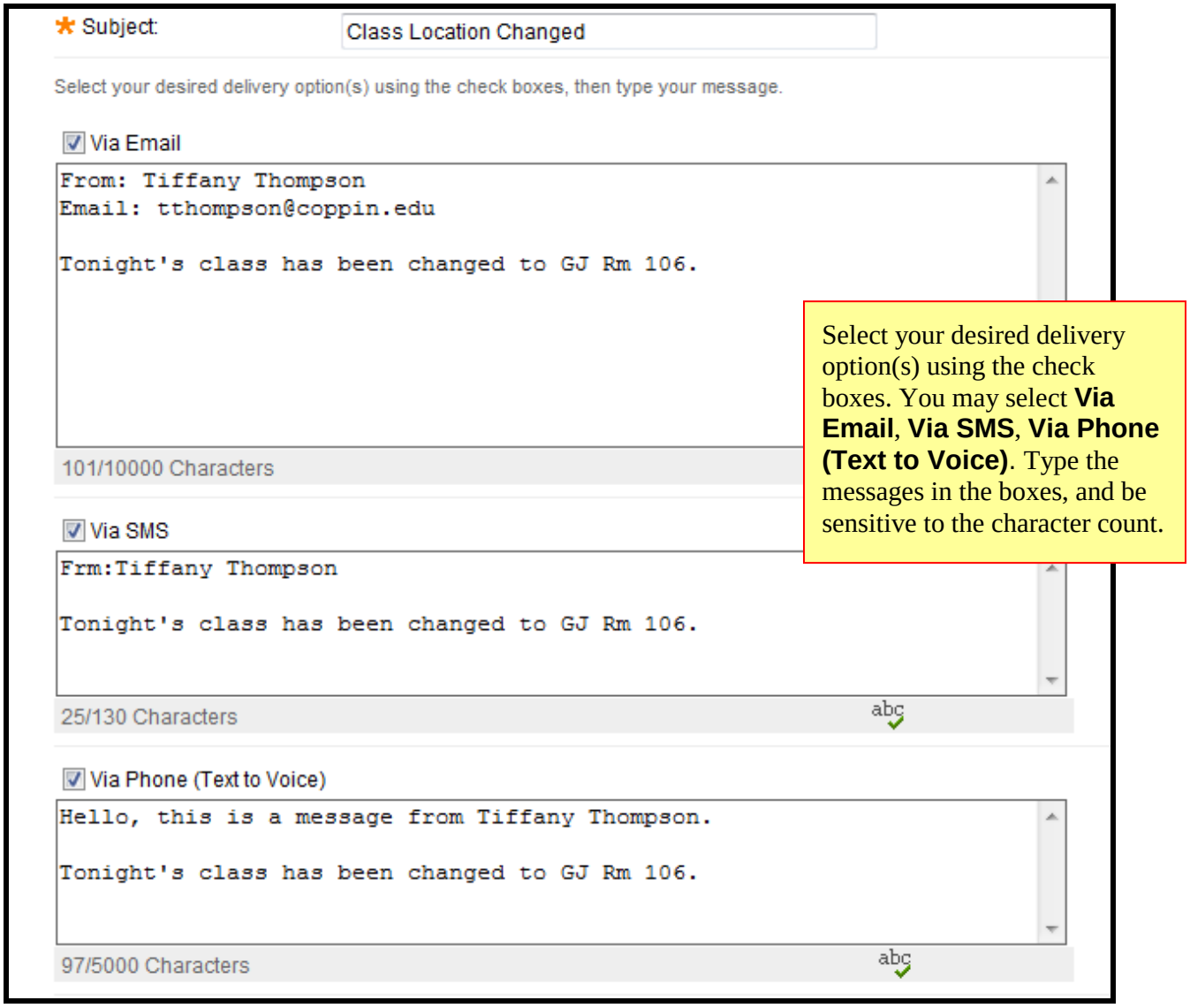
3. In the **Control Panel** area, click **Course Tools** to expand the menu. From the expanded menu, select **Professor Notification Tool**.



4. On the Professor Notification Tool screen, select the student(s) to receive the message. To select all of the students, click the **Select All** button at the bottom of the window. Once the students have been selected, click the arrow pointing to the right to move the students to the **Selected Items** box.



5. **Compose Message** by first typing in a **Subject** in the field.



Select your desired delivery option(s) using the check boxes. You may select **Via Email**, **Via SMS**, **Via Phone (Text to Voice)**. Type the messages in the boxes, and be sensitive to the character count.

TIP!

The subject may feed into the text message length. Be careful not to make the length subject too long. Keep it short, yet meaningful.

6. Click the **Submit** button.

Congratulations, you have sent a message to your students!

The Professor Notification Tool

• Do not "spam" students. Spamming is the process of sending bulk messages indiscriminately.

• Avoid sending messages to frequently.

• Use tool for critical and top priority reasons.

• Send course-related information only.

• Remember FERPA Compliances.

Recommendations for Course Level Implementation

• Demonstrate the opt-in process in class.

• Share the “recommended settings” to students for those who desire to receive automatic alerts from Blackboard.

• Ask students for feedback about the messages they are receiving.

Types of Items that Should Be Sent

• Class cancellations or room changes
• Professor lateness or absence
• Urgent changes in plans (e.g., test cancelled; bring your license to the test)

Types of Items that Should NOT Be Sent

• General Coppin notices (e.g., basketball game, band rehearsal)

• Information not pertinent to the course

• Sensitive, private, or personal information (e.g., you are failing the course, social security numbers)

Where to Get Help: Faculty & Staff

- Training sessions, tipsheets, and recorded tutorials are available on the Instructional Technology and Training Website: **www.coppin.edu/TLT**
- HelpDesk: **410-951-3888**
- Instructional Technology & Training Center, located in Grace Jacobs, Room 106: **410-951-2643**

Where to Get Help: Students

- Training sessions, tipsheets, and recorded tutorials are available on the Instructional Technology and Training Website: **www.coppin.edu/ITSSC**
- IT Student Service Center, located in Grace Jacobs, MC-16: **410-951-3872**