



Blackboard Messages and Tri-C Email

There are two main options for one-on-one communication with students: **Email** or **Blackboard Messages**. When setting up a course site, instructors will need to choose to use either Blackboard Messages or Tri-C Email (but not both) in the course. Regardless of which method of communication you choose, be sure to provide clear communication guidelines for students.

Tri-C Email

- All Tri-C Students have a Tri-C Email account (@acad.tri-c.edu). This **Email** account is the **Email** used in Blackboard, and it cannot be changed.
- Students can access their Tri-C Email accounts and retrieve emails via My Tri-C Space by clicking on the **Email** icon. Instructors using Email as the primary communication will receive emails from students in their Tri-C Email accounts.
- If you choose **Email** to communicate with your students, their Tri-C Email address is the email preferred by the College. Students who use alternative email addresses run the risk of being blocked by College information security.

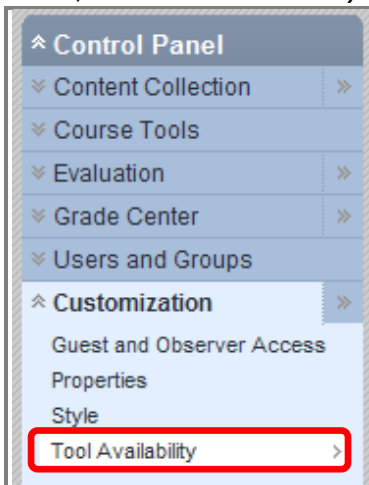
Blackboard Messages

- Blackboard **Messages** can only be accessed inside the Blackboard course site.
- Students and Faculty must be logged into a course in order to send or view **Messages**.
- **Messages** become part of the course record. All **Messages** sent and received will be archived with the course site should an instructor need to access communications with a student.
- **Messages** cannot be sent or received outside of the users in the course.
Messages are sent and retrieved from within the Blackboard server and are not subject to SPAM or firewall issues.

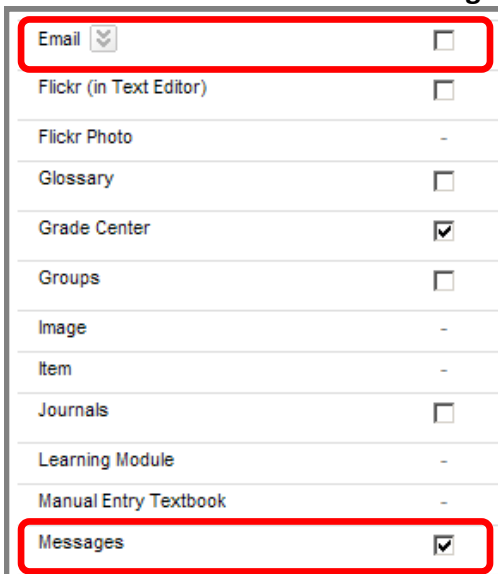
By default, Blackboard course sites will have **Messages** enabled and **Email** turned off. If you are using Tri-C Email, you will need to turn **Email on** and turn **Messages** off in your course site to avoid confusion for both you and your students.

Follow these step-by-step instructions to work with **Messages and Email**:

1. Disable the unused communication method. In the “Customization” section of the Control Panel, click *Tool Availability*.



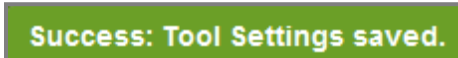
2. On the “Tool Availability” screen, you will see a list of Tools for your course site. Tools with a check in the box near them are currently activated, while those without checks are currently inactive. To switch the course communication method to Email, check the box next to **Email**, and uncheck the box next to **Messages**.



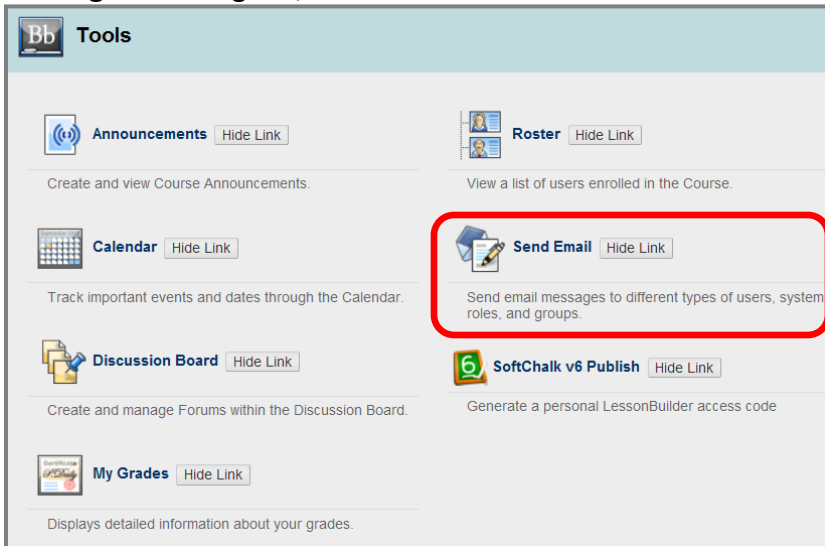
- Click the *Submit* button when you have finished activating and/or deactivating Tools on the “Tool Availability” screen.



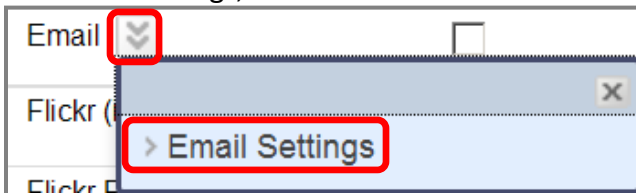
- Blackboard gives a *Success* message at the top of the screen.



- If we revisit the “Tools” screen via the “Tools” course menu button, we can see that the link to **Messages** is now gone, while a link to Send Email has been activated.

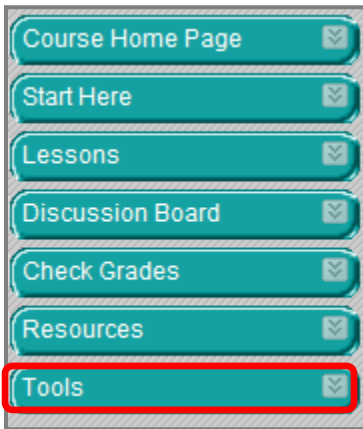


- Optional settings for the **Email** tool can be accessed via the “Tool Availability” screen. To view the **Email** settings, click the double chevron next to Email, and then click *Email Settings*.

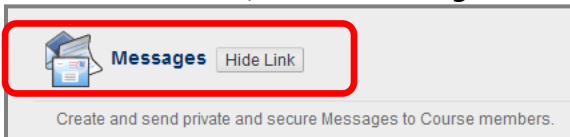


Follow these step-by-step instructions to use **Messages**:

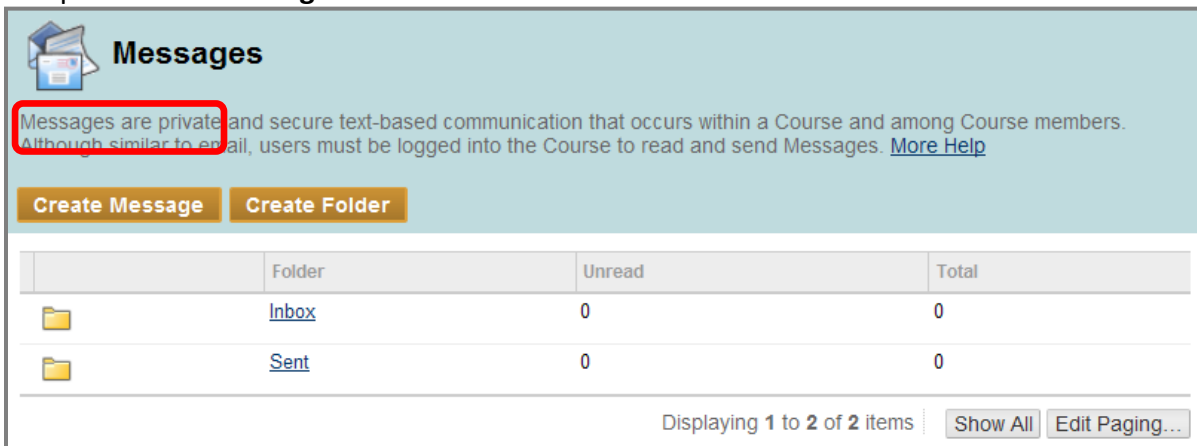
- Messages** can be accessed via the “Tools” course menu button.



2. In the “Tools” area, click on **Messages** to access Blackboard Messages.



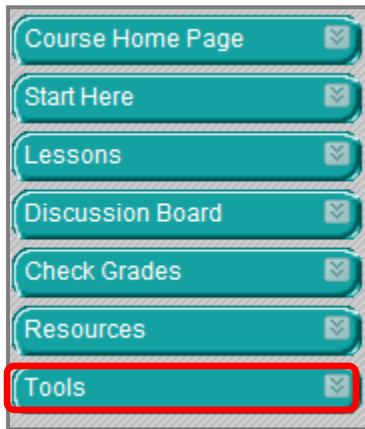
3. **Messages** are set up like a simplified **Email** client. They have an Inbox and Sent folder. You can also create Folders for individual students. On the **Messages** page, click Create Message to compose a new **Message**.



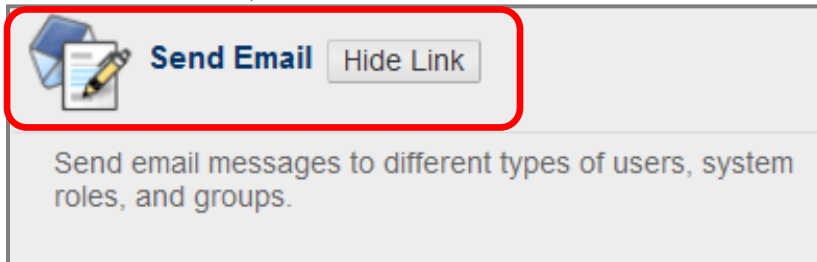
You can now compose your **Message** like you would an email. **Messages** can only be sent to faculty, staff and students enrolled in the course site.

Follow these step-by-step instructions to use **Email**:

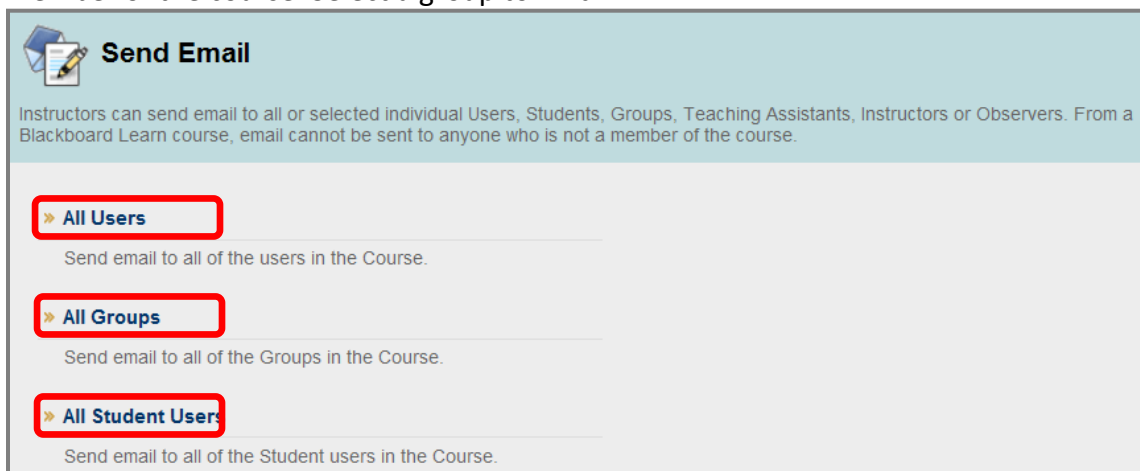
1. **Email** can be accessed via the “Tools” course menu button.



2. In the “Tools” area, click on **Send Email** to access **Email**.



3. On the Send Email page, you can select groups faculty, staff and students who are members of the course. Instructors can send email to all or selected individual Users, Students, Groups, Teaching Assistants, Instructors or Observers. **Email** cannot be sent to anyone who is not a member of the course. Select a group to **Email**.



4. You can now compose your **Email**, which will be sent to the group of users you have selected.