

# Learnline FAQs – new for Staff

**Note:** *The information below may contain pdf files. You will need Adobe Acrobat Reader to view pdf files. Get [Adobe Acrobat reader](#).*

Visit the Learnline website: <http://learnline.cdu.edu.au/>

## What is Blackboard?

Blackboard is CDU's Learning Management System (LMS) and offers staff and students the ability to access learning materials, discussion forums, 'live classrooms', announcements, quizzes, voice tools and help with unit management.

## What is Learnline?

Learnline is the name of CDU's online learning environment and includes Blackboard, CDU's web server and CDU's media streaming server.

## How do I log into Learnline?

You will need to have a Learnline account created. You can request an account by clicking on the link named FORMS associated with Learnline at the Learnline log-in page, under "For Staff".

<http://www.cdu.edu.au/tldg/rp/account.html>.

Your request will be submitted to TLDG who will create your account, and email you with your log-in details.

## What computer requirements do I need before I can use Learnline?

Download the [Hardware and software requirements for Learnline and Wimba \(.pdf, 98KB\)](#).

## Do I need to attend training before I am given access?

All academic staff are expected to attend the Introduction to Learnline @ CDU workshop, prior to teaching a unit in Learnline. To view and register for Learnline workshops, please visit (link to TLDG PD calendar).

## I have had training, but I am stuck, who do I contact?

You should send an email to [learnlinestaff@cdu.edu.au](mailto:learnlinestaff@cdu.edu.au) with details on your query and the unit it relates to. Staff in Resource Production will attend to your query within 48 hours.

## How do students get access to Learnline units?

Once a student is enrolled in Callista, they will be automatically enrolled into their Learnline units. New enrolments information is picked up when the system refreshes overnight and therefore should show the next day after the enrolment was entered onto the system, or the student enrolled online (HE).

### **How do students activate their Student Account?**

Students must first activate their Charles Darwin University computer account before they can access Learnline. You can activate your student computer account using the general access computers at the Information Centre, Building Orange 1, in the Library, Building Red 8, or at the Support Desk at Casuarina campus. If you have access to your own computer, all you need is access to the internet.

### **When are students able to access their Learnline units?**

Once you have finalised your Learnline unit and it has passed final quality check with Resource Production, you can decide if you want the unit available to students immediately, or on the first day of semester. Resource Production will make the unit available to students on the day you advise.

### **Why can't students see all units on Learnline?**

Not all units at Charles Darwin University are available on Learnline.

Students find out if their unit has a Learnline component or print-based materials by visiting the [unit search page](#). Each unit indicates the relevant learning method (as indicated by the unit lecturer/School/Faculty by 1 October of each year for the following year).

**Learnline:** Internet access is required as this subject has an online component provided

**Print-based materials:** Students will be provided with some print-based study materials

**Note that for external mode, the most commonly used delivery method is Learnline.** If an external mode unit also indicates that print-based materials will be sent to you, these materials in most cases are supplementary only, and the main method of learning will be via Learnline.

**Students should not be advised not to wait until their print materials get sent to them as this will delay their studies.**

### **By when do I need to get my Learnline site ready?**

Production deadline dates are available from the TLDG website (insert link).

**Will anyone check my site, what will they check, and how will I know the unit has been made available to my students?**

Before your unit is made available to students Resource Production staff carry out a minimum quality check to ensure information is consistent and correct, and to check the general layout of the unit. Where there are problems, Resource Production will contact you to provide further information and/or to make the necessary changes.

Your unit will NOT be available until this process is complete.

### **What is meant by “rollover” of units?**

At the beginning of each production period (approximately 3 months prior to the start of the semester), Resource Production will make a copy of your unit, and change the Course ID to reflect the semester and year (ie ABC123\_Sem2\_2008).

You should never make updates to your current unit for the following semester – you should always ensure the Course ID reflects the semester the unit will be offered. If you are unsure, please email [learnlinestaff@cdu.edu.au](mailto:learnlinestaff@cdu.edu.au).

### **Who determines which units have a Learnline site?**

On 1 October each year, APQVET advises TLDG of the semesters, mode and delivery methods for units running in the following year. APQVET confirms these details with Schools/HOS between April and end of August. It is assumed that all unit lecturers discuss the delivery of the units they are responsible for with their relevant HOS.

Once these details are confirmed, they are published to the students, and cannot be changed without the permission of APQVET. For any queries contact APQVET on x6180.

### **Taking over units from other lecturers**

If you have been asked to take over the delivery of a unit from another lecturer or if you are a casual staff member taking over a pre-populated unit site, you cannot make changes to delivery methods without discussing this with the relevant unit coordinator and HOS, and approval needs to be sought from AQPVET well before the semester starts.

Requests to access these units needs to be made in writing to Resource Production – an email to [learnlinestaff@cdu.edu.au](mailto:learnlinestaff@cdu.edu.au) is acceptable. You will need to provide the written authority from the Unit Co-ordinator or Head of School before access will be given.

### **How do I set-up online submission?**

Visit <http://learnline.cdu.edu.au/quicktutes.html>.

### **Can students check their assignment grades?**

Yes, via the **My Grades** (in Tools). This gives an overview of all the assessment items relating to your unit. If your assignment has been successfully submitted, and is awaiting marking, you will see an exclamation mark (!) in the **Grade** column.

 = In Progress

- = No Information

! = Needs Grading

? = Grading Error

✓ = Completed

### **Can I reset assignment submissions, and quizzes / tests for students?**

It is the lecturers' responsibility to reset assignment submissions and quizzes / tests. Requests received by Access Services or Resource Production will be forwarded to the lecturer.

To reset, go to the Control Panel, then Gradebook. Select the assessment item, then go to View. Select the button to "Clear Attempt".

### **How do I post a New message to the Discussion Board?**

You can post a **new message** to the Discussion Board or you can reply to a message that has been posted by another student or your lecturer.

- Firstly you need to click on the Discussion Board link in the navigation area on the left hand side of the page in your subject.
- Click on the link for the Forum you wish to add to.
- To create a new thread click on the 'Add New Thread' link at the top of the page.
- When the page opens you have several options, firstly add the subject of the thread in the subject box, type in any comments in the message box provided. You can add any attachments you wish to post with the message in the box provided by clicking on the browse button and navigating to where the attachments are saved.
- To complete the action you click on the Submit button and the message will be posted to the Discussion Board.

### **How do I respond to a Thread on the Discussion Board?**

You can reply to Thread already posted by another user.

- Opening the **Forum** you wish to post to and click on the link on the left of the column with the subject name.

- When you open the subject you will notice a button on the right hand side of the page that says reply - click on the button to open the reply page and complete your message. You will notice the subject box is already filled in - this is proof that what you are completing is a response to a message.
- Click on the Submit button and this completes your response.

### **Can I check the list of students enrolled in my Learnline unit?**

Yes. Go to the Control Panel and List / Modify Users. Click on the Search button, and all users will be displayed. If students have a cross next to their name, their access to the unit has been removed (usually this means they have withdrawn from the unit).

### **Students have contacted me to say they do not have access to the unit on Learnline. What should I do?**

If a student contacts you to say they do not have access, and they are enrolled, you can check whether they are listed (see previous FAQ). If they are not listed it usually means their enrolment has not been finalised on Callista. If they are listed on Callista, it indicates there may be a problem with their student account, and they should contact ITMS Help Desk to follow-up, or it may mean that the unit has not been marked as having a Learnline site. Contact APQVET on x6180 to check and resolve that issue.

Students who have had their enrolment cancelled either due to non-payment of fees, or exclusion will lose their access to Learnline.

### **How do I print out of Learnline?**

Open the document you want to print by right clicking your mouse on the page and saving the document to your desktop. Open the document from your desktop and print. Should you have any problems contact Library and Information Access on 08 8946 6483 or email [bbsupport@cdu.edu.au](mailto:bbsupport@cdu.edu.au).

### **Do you have a question we haven't answered above? Email us...**

... At [enrolmenthelp@cdu.edu.au](mailto:enrolmenthelp@cdu.edu.au).