

ODEOL

Student Resources and Support Guide

When to Start:

Fall Term 1	08/22/2022 – 10/21/2022
Fall Term 2	10/28/2022 – 12/23/2022
Spring Term 1	01/09/2023 – 03/10/2023
Spring Term 2	03/20/2023 – 05/19/2023

What to Do First:

1. Read all provided instructions.
2. Review the course syllabus.
3. Complete the course introductions requirements.

Students who are new to online learning can find resources to help them navigate through the online learning environment by visiting the ODEOL webpage. Below are links to various University resources.

RESOURCES:

All primary resources can be found on our website at <http://elearning.tuskegee.edu/> However, for your convenience, the frequently used links are listed below:

- [Blackboard Student Support](#)
- [Bookstore](#)
- [Bursar](#)
- [Financial Aid](#)
- [Information Technology](#)
- [Library](#)
- [Online Enrollment Counselor](#)
- [Registrar](#)
- [TigerWeb](#)

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ACCESSING THE COURSE:

You will see your courses in Blackboard on the first day of class. You can access Blackboard from the Tuskegee University website under [Student Resources](#) or by typing the Blackboard address tuskegee.blackboard.com into your browser address bar.

Click the drop-down arrow in the box that says, "*Sign in with third-party account*" and select the *TUSSO* tab to sign in. The system will redirect you to the TU landing page to authenticate your email address. If you have not completed the self-service password reset process, the system will prompt you to complete the process before you can access Blackboard.

Please refer to the Tuskegee University help desk at **334-727-8040** if you are experiencing issues with logging into Blackboard.

Once logged into Blackboard, you will be directed to where to start. Be sure to read all directions on the course home page.

If you have difficulty logging into Blackboard and need assistance, please email me, jroberts1@tuskegee.edu or technical support at this email address Blackboard@tuskegee.edu. You can use this resource if you encounter problems logging into your course or other technical issues after reaching out to the helpdesk on campus.

Blackboard provides a supportive website (help.blackboard.com) with videos and documentation on different topics. You can activate this help using the question mark icon on the bottom of the global navigation pane.

If you have problems with course content, please contact your course instructor using the contact information for him/her. **Do not contact Blackboard on course content issues.** If you cannot reach the instructor, please contact me.

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Technology Support:

The Tuskegee Blackboard Help Desk Service is now available for students and faculty for technical and knowledge base assistance. Call **1-844-788-9892**.

NOTE: Utilize the knowledge base documents from help.blackboard.com before you call.

The Tuskegee Blackboard support website is tuskegee@edusupportcenter.com.

NOTE: Here you have access to the Blackboard knowledge base videos, websites, and Tuskegee University how to documents.

CONTACT/MEETING INFORMATION:

I can be reached during regular office hours (8:00 am – 4:30 pm CST) at **334-724-4238** or afterhours (5:00 pm – 7:00 pm) at **251-881-2710**, and anytime by email at jroberts1@tuskegee.edu. You can also set up a Zoom meeting by *clicking [here](#)*.

As an equitable institution, TU provides support for students with disabilities in the online environment.