

- **Technology**

It is recommended that all students have a computer at home as work computers usually have firewalls. All students must have internet access to link electronically to courses, classmates, faculty, staff, and student services. In order to use these technological resources, all students must have the computer literacy skills necessary to support academic work (i.e., word processing, PowerPoint, etc.) and to access e-mail and use the internet.

CUC is committed to facilitating access to academic programs, providing academic support, integrating knowledge across disciplines, and encouraging the active participation of learners. Use of information technology is an essential, integral component of both the learning process and the provision of administrative and student support services.

- **Technology requirements**

Internet Access:

Students taking an online course at Concordia University Chicago are required to provide their own Internet access. All communication regarding the course must use a CUC email account. All communication and assignments to instructors must use Concordia email.

Computer Hardware Requirements

- Internet Access: 56K dial-up modem (minimum); cable modem or DSL preferred
- Processor: 800 MHz or faster
- Memory: 128 MB RAM; 2 GB free hard drive space

NOTE: These are the minimal requirements for taking an online course. Please refer to your course syllabus for any additional course-specific hardware requirements.

Operating System Requirements:

- PC: Microsoft Windows 2000 Second Edition, Windows XP operating systems
- Mac: Macintosh OS X operating systems

NOTE: The new Microsoft Windows Vista operating system has not been validated for use with Blackboard CE 6.

Browser Requirements

Your **web browser** is the program (such as Internet Explorer, Mozilla, or your Internet Service Provider's screen) that allows you to access the Internet. The web browsers listed below have been tested and validated for use with Blackboard CE 6. Other browsers may have compatibility issues with CE 6 and are not supported. To determine

your current browser version, open the **Help** menu at the top of the browser screen and select **About**.

If you typically use your Internet Service Provider's window to access the Internet, for your online course we recommend that you use instead one of the supported browsers below. To do this, first connect to the Internet through your ISP as usual, then **minimize** the window (do not close it!) so that you are still connected to the Internet. Click on the **Start** button at the bottom of your screen and go to the list of **programs** to open one of the supported browsers listed below. If you do not have a supported browser, [click here](#) to download a new browser.

Supported Browsers for Windows:

- * Internet Explorer 6.0 SP1; 6.0 SP2; 7
- * Netscape 7.2
- * AOL 9.0
- * Mozilla 1.7.x
- * Firefox 1.0.x, 1.5.x, 2.0 (SP1 Hotfix 2)

Supported Browsers for Mac:

- Mozilla 1.7.x (OS X only)
- Firefox 1.0.x (OS X only)
- Safari 1.2, 1.3, 2.x; and 2.x for Intel x86 platform

Java

Java is a program that allows many of the tools in Blackboard to function. You may already have one or more versions of Java on your computer. In Blackboard CE 6, it is critically important that you:

- have a Blackboard-compatible version of Java *installed*
- *remove* any other versions of Java
- *enable* Java and JavaScript
- *turn off* any automatic updates of Java

NEW FOR SPRING 2008: Java version 6 (also referred to as 1.6), which comes installed on most new PC's, is now validated for use with CE 6. If you have a PC with Java version 6, you will no longer have to replace it with version 5. Version 5 will still work, but it's important to have only one version of Java on your PC.

To find out which version of Java you're running, click on the **Start** button, then click **Settings** and **Control Panel**. Look for **Java** on the list and double-click it. Click on the **About** button for details. Either version 1.5.0 or version 1.6.0 is acceptable for CE 6. If you do not have one of the recommended versions,

[click here](#) and scroll down to the **Java - Get It Now** link to download a free copy.

Mac Users: The Mac OS X operating system comes with the correct version of Java installed.

Having more than one version of Java on your computer has been found to cause problems in Blackboard. You should remove any versions of Java other than one of the recommended versions. Click on the **Start** button, then click on **Settings and Control Panel**. Double-click **Add or Remove Programs** and delete any previous versions of Java.

Once you have installed the recommended version of Java and removed other versions, you must make sure that Java and JavaScript are enabled. See the directions above under **Browser Configuration** to complete the Browser Tune-up and to perform the steps for your browser.

NOTE: It is possible that new versions of Java will be released in the future before they have been validated for use with Blackboard. To ensure smooth operation, it is important that you do not download any newer versions before they have been validated, and that you have turned off **automatic Java updates** as follows:

1. From the **Start** menu, click **Settings and Control Panel**.
2. Double-click **Java** (or Java Plug-in).
3. Click the **Update** tab.
4. Make sure the checkbox next to **Check for Updates Automatically** is **unchecked**.
5. Click **Apply**.
6. Click the "X" to close the Java Plug-in Control Panel window.

Pop up Blockers

Pop-up blocking programs must be disabled or uninstalled when you're working in Blackboard. While these programs serve a useful purpose in blocking unwanted advertisements, they also prevent many of the Blackboard tools from working, especially the Mail, Discussion and Quiz tools.

You may have installed a pop-up blocker on your PC. In this case, locate the program on your hard drive and follow the vendor's instructions for disabling or uninstalling it.

If you're not sure what might have been installed on your PC, open **My Computer**, double-click on the **Hard Drive**, and double click on **Program Files**. Look for programs with "pop-up" in the title; some popular programs are **Pop-up Stopper**, **Pop-up Defender** and **Pop-up Zapper**. Disable or uninstall any such programs.

There also may be pop-up blocking *tools* bundled with some ISP software, browsers, and anti-virus and security software. If you've removed all known pop-up blockers but you're still unable to open a link in a Blackboard course, make sure that any pop-up blocking tools and firewalls have been turned off. Some common software packages that contain pop-up blocking tools are listed below. Use the browser's **Help** menu, or contact your Internet Service Provider for assistance.

- McAfee Internet Security Suite
- Norton Internet Security
- Google Toolbar
- Yahoo! Toolbar
- MSN Toolbar
- America Online
- Earthlink
- Internet Explorer
- Netscape
- Mozilla
- Firefox
- Safari

Plugins:

Some courses in Blackboard CE 6 may require software plug-ins for viewing media files, PowerPoint programs, etc. Click on the links below for free downloads if your course requires any of these programs.

- [Adobe Acrobat Reader](#)
- [MS PowerPoint Viewer](#)
- [Windows Media Player](#)
- [RealPlayer](#)
- [QuickTime](#)
- [Shockwave](#)
- [Flash](#)

Anti-Virus Software:

Viruses can infect your computer and interfere with the operation of CE 6. You should have an anti-virus program installed and kept up-to-date. Some popular anti-virus programs are **McAfee VirusScan** and **Norton AntiVirus**. (Link:

<http://www.cuchicago.edu/cougarnet/its/antivirus/>)

Click here for more information. This is imperative so that faculty members' computers do not catch viruses from uploaded assignments.

NOTE: Anti-virus programs such as McAfee and Norton may have pop-up blocking tools that are not detected by the Blackboard Browser Check. Open your anti-virus program and make sure that any pop-up blocking feature or personal firewall is turned off or disabled.

Spyware and Adware:

Spyware, adware, and other "deceptive software" can infect your PC through the Internet and interfere with Blackboard courses. There are detection and removal utilities that you can download. Or, the solution may be as simple as switching to a

different browser; most deceptive software programs affect only Internet Explorer. [Click here](#) for more information.

(Link: <http://www.cuchicago.edu/cougarnet/its/antivirus/>)

- **Online technology brochure**
- **Portal (Concordia Connect)**
 - Concordia Connect <http://connect.cuchicago.edu>

The Concordia Connect web portal is a secure and personalized Web site designed to provide students with a single place to access many of the common online resources at Concordia University Chicago. The portal offers a direct link for course registration, class schedules, grade access, transcript requests, tuition account information, and online payments. Other services available through the portal includes Concordia email, Blackboard, group communication tools, a calendar, and much more. CougarNet is available to assist with access problems. Contact them toll free at 877-796-0003.
- **eMail**
 - Concordia email is the official form of communication. Each new student is assigned a Concordia email account. Every student is expected to check and/or use the Concordia email account regularly. Only information exchanged via the Concordia system will be considered official.
 - Concordia email can be accessed via the '[Concordia Connect](#)' web portal.
<https://connect.cuchicago.edu/cp/home/displaylogin>
- **ePortfolio**
 - The professional portfolio demonstrates the student's growth toward meeting the professional standards. The implementation of a portfolio process provides an authentic way to measure work against established standards by providing a multidimensional, dynamic framework for performance-based evaluation. Additionally, the portfolio process promotes reflective practices and initiates synthesis of meaning from theory to practice and evaluation.
 - Portfolio coordinators are available for assistance with the software used to complete the portfolio process.
- **Learning/Course Management System (Blackboard)**
<https://connect.cuchicago.edu/cp/home/displaylogin>
 - Concordia's faculty and students use course management software as a means of communicating with one another and distributing class materials over the internet (e.g. course handouts and discussions). Generally, faculty

will provide instructions on usage. CougarNet, 877-796-0003 is available to resolve problems with the course management system.

- **MyWritingLab**

- MyWritingLab is a text-specific, online learning system designed to help learners improve their writing skills. It combines established pedagogy with an easy-to-use online platform. Resources for students in MyWritingLab include access to an English Tutor Center, an interactive study skills Web site, and a research navigator.

For more information about MyWritingLab please contact your advisor or any member of the Instructional Design and Technology Team members.

- **CougarNet IT Help Desk:** Toll Free: 877-796-0003, or 708-209-3131, CougarNet@cuchicago.edu

- **Bookstore Information**

- **Phone:** 877-287-8833 (*Toll free*)
708-209-3173
- Fax:** 708-209-3530

Email: crfbookstore@cuchicago.edu