



Frequently Asked Questions: Blackboard

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1) What are Coursepacks?

SAGE Coursepacks provide easy to import, highly customizable, and high-quality instructor and student content for your school's learning management system (LMS). Intuitive and simple to use, **SAGE Coursepacks** are collections of book-specific instructor/student resources, as well as assessments, that allow you to focus on what really matters: customizing course content to meet your students' needs.

Key Features:

- ✓ Delivers SAGE content **directly into your LMS**.
- ✓ **The intuitive and simple-to-use format** allows for easy course integration with minimal effort.
- ✓ **Pedagogically robust assessment tools** foster review, practice, and critical thinking, and offer a better, more complete way to measure student engagement. Tools include but are not limited to:
 - Diagnostic chapter Pre-Tests and Post-Tests
 - Test banks built on Bloom's Taxonomy

2) Which systems support Coursepacks?

The following table summarizes compatibility* of Coursepacks with various systems and browsers.

| System | Yes | No |
|--|-----|----|
| Operating System | | |
| Windows | ✓ | |
| Macintosh | ✓ | |
| Browser <i>We support current versions of browsers and one version back unless otherwise noted.</i> | | |
| Chrome | ✓ | |
| Firefox | ✓ | |
| Internet Explorer | ✓ | |
| Safari | ✓ | |

*** If you have questions regarding mobile compatibility or other LMS features, please contact your school's LMS administrator.**

3) Are Coursepacks compatible with my LMS?

Coursepacks work with the most recent versions of popular learning management systems including Blackboard, Moodle, D2L (Desire2Learn), and Canvas. The learning management administrator/instructional technologist at your school can confirm the version of the LMS you're using.

| LMS | Compatible |
|----------------------|------------|
| Blackboard Learn 9.1 | ✓ |
| Canvas | ✓ |
| D2L 9.2 and above | ✓ |
| Moodle 2.8 and above | ✓ |

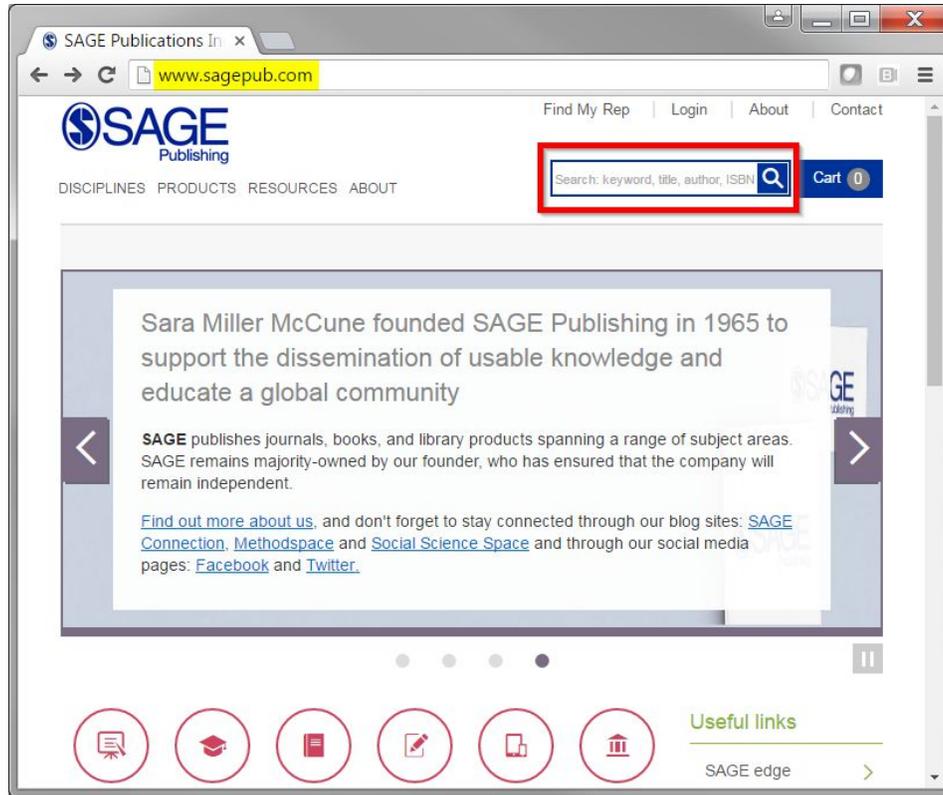
4) What is available in the Coursepacks?

The answer to this question depends on the SAGE title being utilized. For example, one title may include SAGE Data Maps with assessments attached to them, while another title may include educational videos provided by the author of the text. The core materials within Coursepacks are:

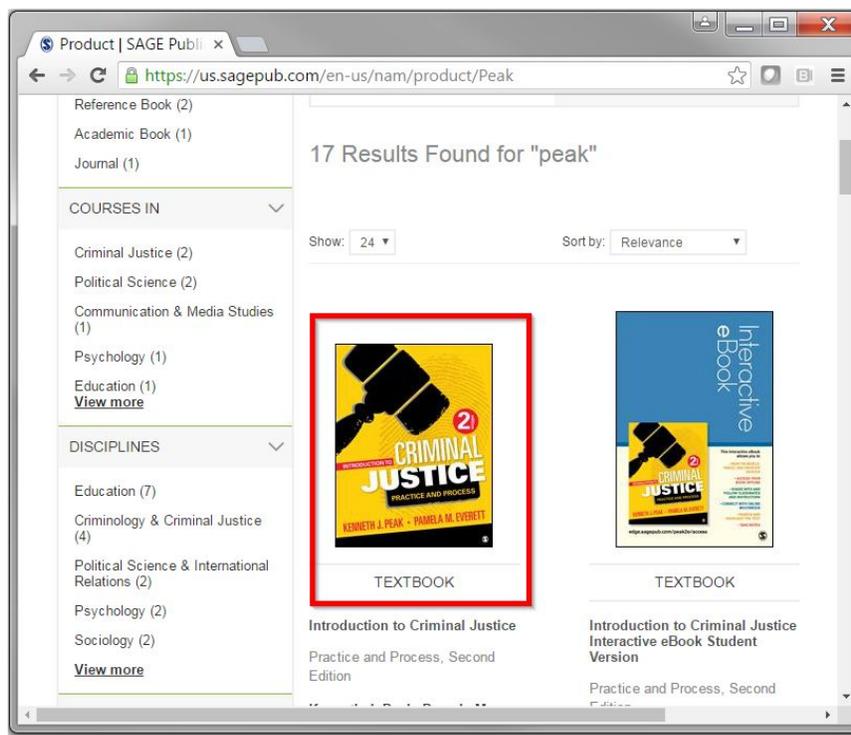
- Textbook Information: This page provides basic information including a description of the book, a link to purchase the eBook, and SAGE technical support information.
- Student Resources: These materials are provided for the student to enrich their learning of the subject being taught.
- Instructor Resources: These materials are only visible to the instructor and are provided to help with the teaching of the class.
- Assessments: The assessments are available for instructors and students and can only be deployed/published by the instructor.

5) How do I access my Coursepacks file?

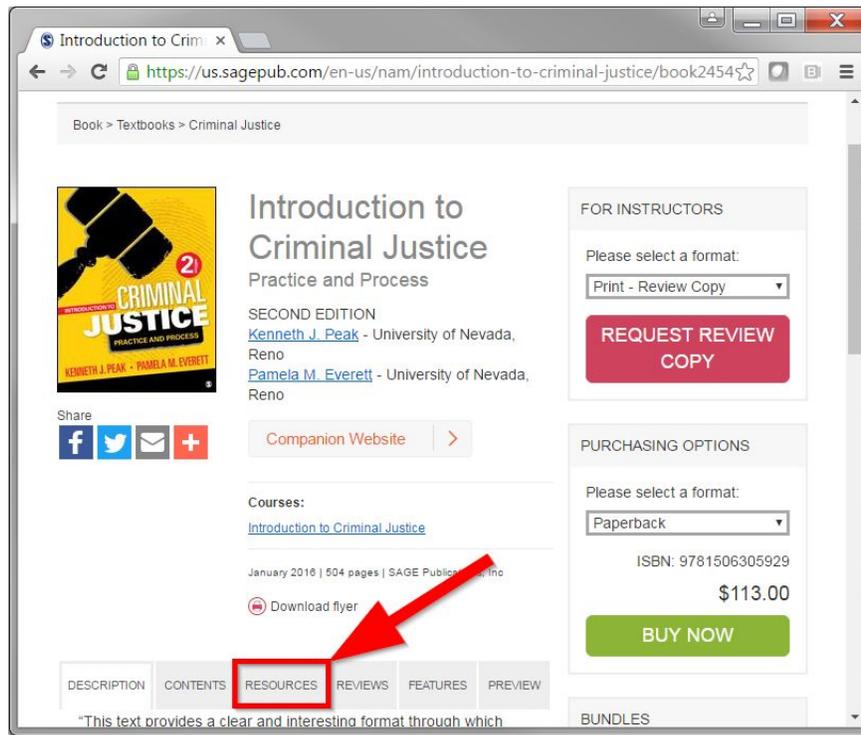
Navigate to <https://www.sagepub.com> and search for the title of your textbook.



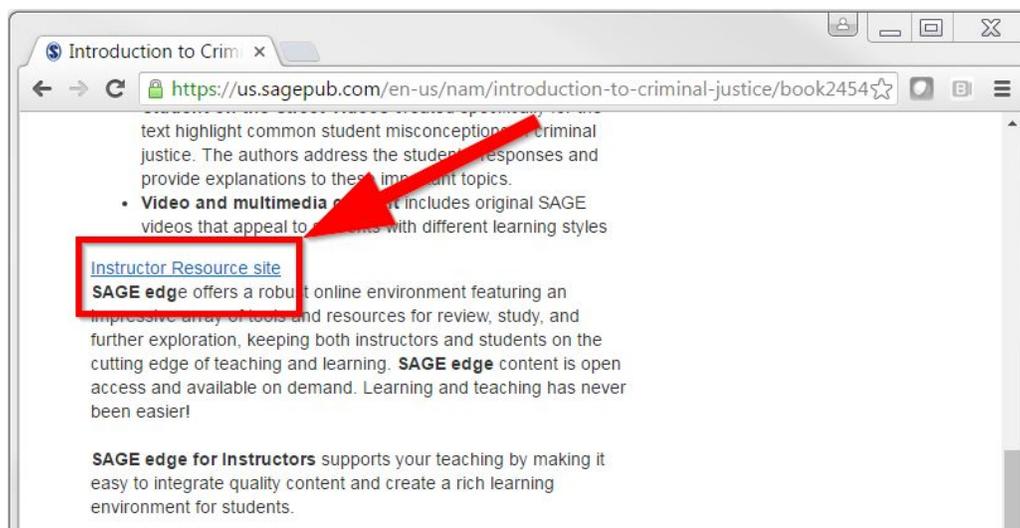
Click on the title of your textbook.



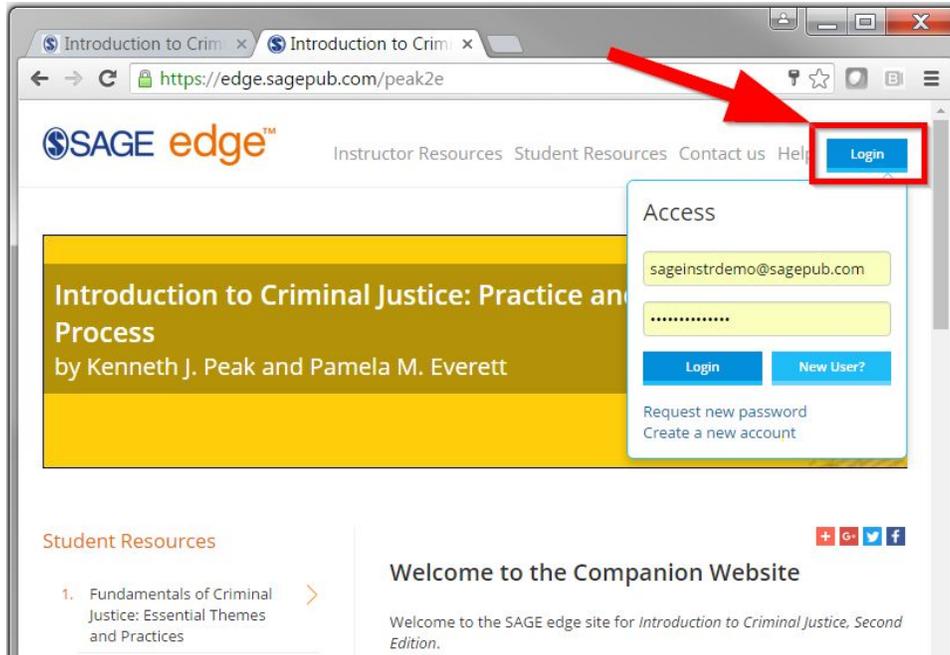
Click the **Resources** tab.



Next, scroll down and click **Instructor Resource site**.



Log in with your SAGE credentials. If you have not signed up yet, you can do so by clicking the **New User?** button.



Click **Instructor Resources** and then the **SAGE coursepacks** link on the left.

The screenshot shows a web browser window with the URL <https://edge.sagepub.com/node/35988/instructor-resources>. The page features the SAGE edge logo and navigation links for 'Instructor Resources', 'Student Resources', 'Contact us', 'Help', and 'Logout'. A green notification bar states 'You have successfully logged in.' Below this is a large yellow banner for the book 'Introduction to Criminal Justice: Practice and Process' by Kenneth J. Peak and Pamela M. Everett, Second Edition. On the left side, under the heading 'Instructor Resources', there is a list of links: '1. SAGE coursepacks', '2. Test Bank', '3. PowerPoint® Slides', and '4. Lecture Notes'. The 'SAGE coursepacks' link is highlighted with a red box and a red arrow. The main content area on the right is titled 'Instructor Resources' and contains a paragraph explaining the site's purpose.

Next, at the bottom of the page, click the **Download SAGE coursepack** link to begin downloading the file for Blackboard 9.

The screenshot shows a web browser window with the URL <https://edge.sagepub.com/node/35988/instructor-resources/sage-coursepacks>. The page contains a list of learning management systems (LMS) and their corresponding 'Download SAGE coursepack' links. The first row, for 'Blackboard 9', is highlighted with a red box and a red arrow. Below the list, there is a paragraph of text and a contact email address: textbooktechsupport@sagepub.com. The footer includes copyright information for 2015 SAGE Publications and links to Terms of Service, Copyright Notice, and Privacy Policy.

| | | |
|--------------|--------------------------|------|
| Blackboard 9 | Download SAGE coursepack | Help |
| Canvas | Download SAGE coursepack | Help |
| D2L | Download SAGE coursepack | Help |
| Moodle 2.8 | Download SAGE coursepack | Help |

6) How do I import Coursepacks into the Blackboard LMS?

For a detailed step-by-step guide, click on the following link:

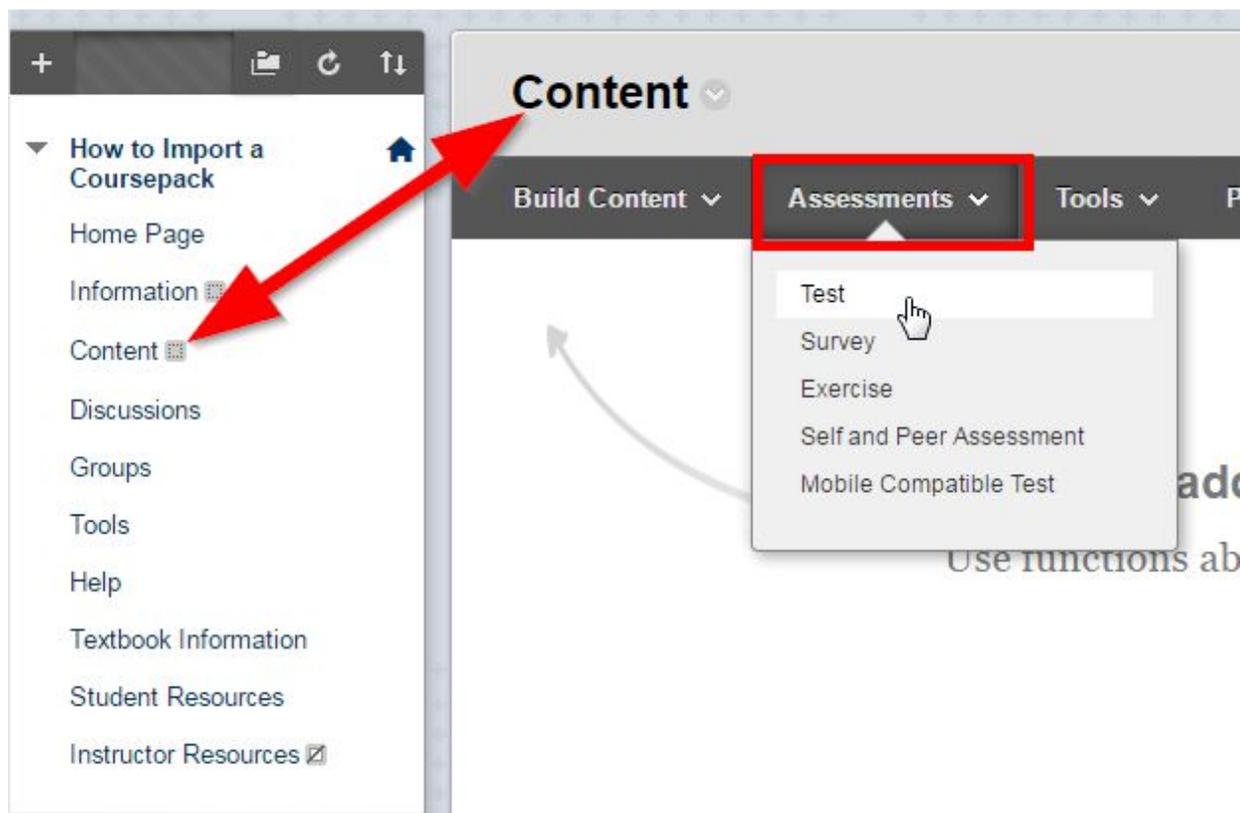
<https://edge.sagepub.com/system/files/How%20to%20Import%20a%20SAGE%20Coursepack%20into%20Blackboard.pdf>

7) How do my students access the interactive eBook?

Students can navigate to the Textbook Information section where they will find a link and instructions for how to access the eBook through the VitalSource website. Students may either purchase access to the book, or, if already purchased, redeem an access code. Each chapter of Student Resources also has a corresponding link to that chapter in the eBook. Once students have purchased the eBook and/or redeemed their access code, they are able to access the eBook through your LMS.

8) How do I make a test available to my students?

In Blackboard, you must deploy a link to the test in a content area. Click the **Assessments** drop-down menu and select **Test**.



Select the test you'd like to deploy.

ADD TEST

Create a New Test

Create

Add an Existing Test

-- Select Test Below --

- Chapter 11 Pre-Test
- Chapter 11 Journal Article Quiz
- Chapter 11 Journal Article Open-Ended Questions
- Chapter 11 Multimedia Quiz
- Chapter 11 Post-Test (Full Version)
- Chapter 11 Post-Test (Randomized Version)
- Chapter 01 Journal Article Open-Ended Questions
- Chapter 01 Multimedia Quiz
- Chapter 02 Journal Article Open-Ended Questions

Review the the test options, then click "Submit".

Test Options

* Indicates a required field.

Cancel

Submit

TEST INFORMATION

* Name

Chapter 11 Journal Article Qu

Choose Color of Name █ Black

If you are unfamiliar with the testing tools in Blackboard, please contact **your school's LMS support team**.

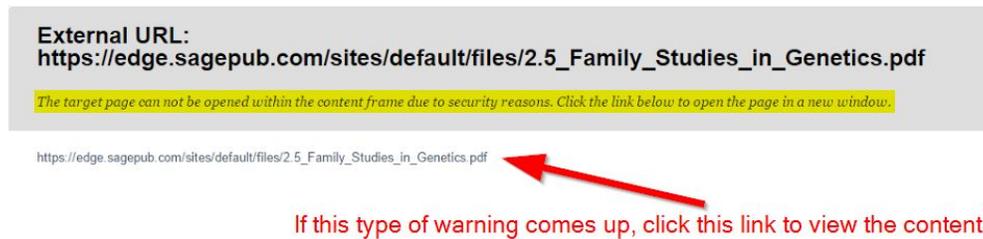
9) How long do I have access to this content?

Access to SAGE digital content embedded in or linked to from Coursepacks will be available for the life of the edition of the textbook. All other information will remain available inside the course in which Coursepacks are imported.

Please be aware that SAGE does not have control over third-party multimedia links. Over time, links may become inactive, so it is recommended that before you begin teaching your course you review media links to ensure they are working.

10) My web browser prevents me from viewing a video or other content. What do I do?

Although unlikely, it is possible that web browsers may block media that they interpret are coming from an unverified source. In most cases, it will be fine to allow the web browser to load the content by selecting the appropriate option in your browser when prompted.



If you encounter problems accessing external links or media, contact the SAGE support team.

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at textbookstechsupport@sagepub.com

In addition, it is recommended that you turn off your browser's pop-up blocker. Links to some external sites or media may open in a pop-up window, so any blockers should be disabled. For help with managing your browser's pop-up blocker or other features, contact your university's IT department.

11) Whom do I contact if I have trouble using my LMS?

For help using, navigating within, or managing your Blackboard courses, contact your institution's instructional technology department or LMS administrator.

For additional support, you may consult the instructor support website for Blackboard Learn 9+:
<https://en-us.help.blackboard.com/Learn/Instructor>

12) Whom do I contact for support with content in Coursepacks?

For support questions about the materials in Coursepacks or other SAGE digital products, visit www.sagepub.com/support.

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at textbookstechsupport@sagepub.com

13) Where are the SAGE premium videos located?

For many titles that have an interactive eBook, all SAGE premium videos are available exclusively within that eBook. Your students will need to purchase access (and/or redeem their access code) for the eBook in order to view the videos.

14) Where are the quizzes that go with the SAGE premium videos, and how do they work?

If your Coursepack has SAGE premium videos, then any quizzes that align with those videos are located in your Coursepack. They may be found in the “Tests, Surveys, and Pools” section of your course after you’ve imported the Coursepack into Blackboard. For some Coursepacks, videos are located directly within the quizzes. However, for many Coursepacks, the videos are located separately, within the interactive eBook.

If, for your Coursepack, the SAGE premium videos are located in the interactive eBook, here is how the quizzes work:

- Within each quiz, each question contains a link that takes the student to the video in the interactive eBook. Clicking the link will open up VitalSource Bookshelf in a new browser tab. The student will need to log in to Bookshelf if that hasn’t yet been done.
- Once logged in, the student will be brought directly to the eBook page in which the video is located. Students should follow the directions contained in the quiz question: click the link to access the video in the eBook, watch the video, then return to the test and answer the question.

[News Clip 2.1: Kagan's Supreme Court Hearing Opening Statement](#)  Link to video in interactive eBook

Click on the above link to access the Interactive eBook. Once you've signed in, scroll to page 60 and watch the video. When you've finished watching the video, come back to the test and answer the following question:

In "rendering impartial justice," Kagan is referring to the Supreme Court's:

a. Authority to hear and decide cases

b. Ability to pass laws

c. Regulations of legislation

d. Requirement to execute laws

15) What is the Media Guide (also known as Video Guide) and how do I use it?

The Media Guide (or Video Guide) provides an overview of every media asset offered to complement the textbook. The Guide organizes all media by chapter and learning objective, and also lists all quiz questions that align with the media (e.g., SAGE premium video quizzes). Once you’ve imported your Coursepack, quiz questions can be found in "Tests, Surveys, and Pools" for testing purposes.

In some Coursepacks, the Media Guide is in two different file formats rather than one (or more) Word document:

1. A customizable/filterable Excel spreadsheet that organizes all media by chapter and learning objective
2. A Word document that lists the questions for the SAGE premium videos

You may use the Media Guide as a quick reference to help you review and select media assets and assessments for use in your course.

16) What if my Coursepack file un-Zips automatically after I download it?

On Macs, Zip files will automatically un-Zip upon download. Be sure that the file you import into Blackboard is the correct format. It should be a Zip file, so this may mean you will need to re-Zip the file prior to importing.

17) Why are my tests out of order when I go to deploy them?

Due to a limitation in Blackboard, tests are not shown in alphanumerical order when they're being deployed. Unfortunately you'll have to search the list of tests to find the ones you'd like to deploy. You may try using Ctrl+F (PC) or [open apple]+F (Mac) to search for the test you need.

ADD TEST

Create a new test or select an existing test to deploy.

Create a New Test

Create

Add an Existing Test

Chapter 02 Journal Article Open-Ended Questions
 Chapter 03 Journal Article Open-Ended Questions
 Chapter 04 Journal Article Open-Ended Questions
 Chapter 05 Journal Article Open-Ended Questions
 Chapter 01 Journal Article Quiz
 Chapter 02 Journal Article Quiz
 Chapter 03 Journal Article Quiz
 Chapter 04 Journal Article Quiz
 Chapter 05 Journal Article Quiz
 Chapter 06 Journal Article Quiz

*Click **Submit** to add this test. Click **Cancel** to quit.*

18) When I edit a question in a test or a pool, are my updates saved everywhere?

If questions in a pool are linked to the corresponding questions in a test, any edits you make to a question in one location will automatically be made to the question in the other location. For example, if you edit question #1 in the Chapter 3 Pre-Test in “Pools”, and those questions are linked to the corresponding questions in the Chapter 3 Pre-Test in “Tests”, then your edits to question #1 will automatically be made in “Tests” as well. If questions are not linked, then you will need to edit the question in both “Tests” and “Pools” in order for the changes to be reflected in both places.

