Dear Student,

*This email contains information about your course access. Academic Partnerships courses will no longer be offered in Epic. Your course will be made available to you in Blackboard by noon two business days prior to the course start date. Your course begins on August 27th.*

**COURSE ACCESS FAQS**

**When will I have access to the course each session?** Your coursework will be made available to you via Blackboard by noon two business days prior to the course start date every session for which you are registered in an Academic Partnerships course. *PLEASE NOTE: Although your course may be available to you, recent course revisions or changes may not be updated until the first class day.*

**Will I continue to receive a course activation email each session?** No. Activation emails will no longer be sent.

**What if I do not have access by noon two business days prior to the course start date?** Verify your registration using your Self-Service Banner account. If your registration is not visible, please contact your advisor.

**What is the policy for changing courses after my initial access has been granted?** Schedule changes are permitted and must be completed within two business days after the course has begun. Contact your academic advisor for assistance. You will need to verify the course change in your Self-Service Banner account. Once your registration is visible, you will have Blackboard access to the course.

**BLACKBOARD FAQS**

**Are there any requirements for using Blackboard?** For web-based courses, students should have a basic working knowledge of computers and Internet use as well as access to a computer with a broadband (DSL, cable, satellite) Internet connection. Other requirements for each course are listed in the university catalog. Review how to prepare your computer for online courses at: http://www.Blackboard.com/tuneup.

**How do I Login to Blackboard?** The Blackboard login page can be reached by using the following URL: http://luonline.blackboard.com.

**What is my Blackboard ID and password?** It is the same as your Lamar Electronic Account (LEA) username and password.
What if I do not remember my LEA username and/or password? Go to the LEA username/password recovery wizard, located in Self-Service Banner, (https://ssbprod.lamar.edu/btdb/twbkwbis.P_ChangePin), to recover your LEA username and to obtain a temporary password. A tutorial is available. Please note that you will not be able to login to your course until it has been activated for the semester that you are taking it.

INSTRUCTIONAL ASSOCIATE FAQS
What is an Instructional Associate? Lamar Academic Partnerships provides students in high enrollment courses an Instructional Associate to help them succeed. Instructional Associates are extremely qualified and experienced in the course content. They serve as liaisons between you and the university faculty. Your Instructional Associate will work with the course professor to provide assessment feedback and answer your course-related questions. Students may also interact directly with faculty.

What is the role of an Instructional Associate? Provide academic support for students, participate in online threaded discussions, synthesize and report student performance data, assist in scoring student work according to faculty criteria, and monitor student participation and performance.

How will I get in contact with my Instructional Associate? If an Instructional Associate has been assigned to your course(s), you should receive an email from him or her by the first class day. Please be sure to check your Lamar email account. If you need help accessing this account, please read the technical support FAQs listed below.

TECHNICAL SUPPORT FAQS
Who do I contact if I have questions concerning my Lamar email username or password? Please email Lamar University Service Desk Hours for Blackboard Support at blackboard@lamar.edu or call 409-880-2222.

What are the service desk hours of operation? Monday-Thursday 8:00 a.m.-10:00 p.m. Friday: 8:00 a.m.–8:00 p.m. Saturday: 5:00 p.m.-10:00 p.m. Sunday: 5:00 p.m.-12:00 a.m.

After hours and holiday support, call: 1-866-321-7170

FINANCE FAQ
Who do I contact if I have a question concerning payment and/or refunds? luacademicpartnershipsfinance@lamar.edu

DROP OR WITHDRAW FAQS
How do I drop or withdraw from my course(s)? Email the Records Department at records@lamar.edu
Are drop or withdrawal requests received over the phone or by fax? These requests are not accepted over the phone or by fax. Students must email these requests to recordsluacademicpartnerships@lamar.edu.

How will I know the dates to drop or withdraw? Copy and save the following link to your favorites. We highly recommend that you refer to these critical dates each session. http://luonline.lamar.edu/ACP/graduate/Grad%20Calendar%20for%202012-2014.pdf

Thank you,

Lamar University Academic Partnerships
Records Department