

Blackboard Help Topic

Walden Blackboard Help Topic: When and How to Use the “Contact the Instructor” Area

Walden 2012

Welcome to the “When and How to Use the Contact the Instructor Area” demonstration.

After you have completed this demonstration, you will be able to:

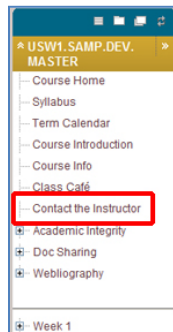
1. Navigate to the Contact the Instructor area.
2. Locate your Instructor’s contact information in the Contact the Instructor area.
3. Determine when it is appropriate to use the Contact the Instructor area.
4. Ask your Instructor a question in the Contact the Instructor area.

Throughout your course, you may need to contact your Instructor for a number of different reasons. In this demonstration, we will take a look at the Contact the Instructor area of your classroom and go over when and how to use it to contact and communicate with your Instructor.

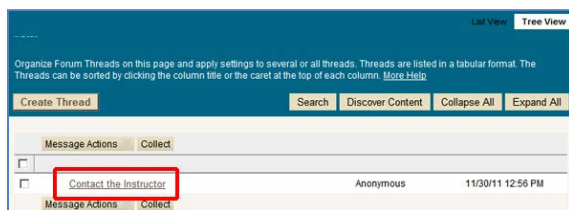
Let's start by taking a look at how to navigate to the Contact the Instructor area.

Step 1: Navigate to the Contact the Instructor Area

The Contact the Instructor area is located in the first section of the left navigation bar in your classroom. This area of your course contains the contact information for your Instructor as well as an area to ask your Instructor questions.



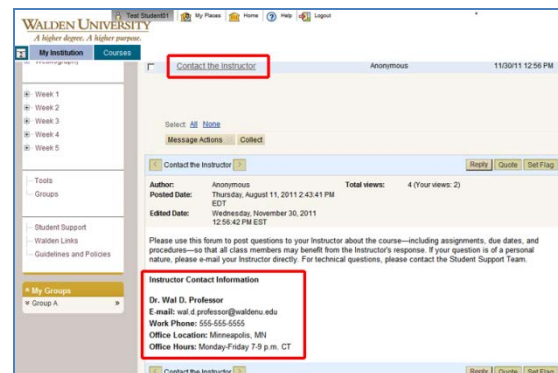
To navigate to this area, select the **Contact the Instructor** item in the left navigation bar.



Now that you are in the Contact the Instructor area, you will notice that you are directed to a **Contact the Instructor** Discussion Forum area. In this area, you will also see a **Contact the Instructor** Discussion Thread.

Now that you have learned how to navigate to the **Contact the Instructor** area, let's take a look at how to locate your Instructor's contact information in this area.

Step 2: Locate Your Instructor's Contact Information in the Contact the Instructor Area



The Thread Link and Post With Contact Information

In order to access your Instructor's contact information in the **Contact the Instructor** area, click on the **Contact the Instructor** Discussion Thread link.

You will then be directed to the full-text of the **Contact the Instructor** Discussion Thread, which contains your Instructor's contact information at the bottom.

You can use your Instructor's contact information provided here to contact your Instructor via phone or email about any personal matters, such as an assignment grade or your academic progress in the course.

Additionally, you can contact your Instructor via email in your classroom using the **Send Email** tool in the **Tools** area on the left navigation bar. (For more information on how to use the **Send Email** tool, please refer to the "How to Send Email in Your Classroom" demonstration.)

Now that you have learned how to locate your Instructor's contact information, let's take a look at when it is appropriate to use the **Contact the Instructor** area to ask your Instructor questions.

Step 3: Determine When It Is Appropriate to Use the Contact the Instructor Area

In addition to providing you with your Instructor's contact information, the **Contact the Instructor** area allows you to pose questions to your Instructor via replying to the **Contact the Instructor** Discussion Thread.

Before posing a question to your Instructor in the **Contact the Instructor** area though it is important to determine whether or not the question is appropriate to be asked in this area.

With this in mind, it is important to note that the **Contact the Instructor** area and any questions that you pose in it via replying to the **Contact the Instructor** Discussion Thread are visible to the *entire* class. Therefore, if the answer to the question that you would like to ask your instructor may be beneficial to the *entire* class, it would be appropriate to pose the question here in the **Contact the Instructor** area. For instance, if you had a question about what should be included in the content of your assignment or when a particular assignment is due, it may be beneficial to ask these questions in the **Contact the Instructor** area.

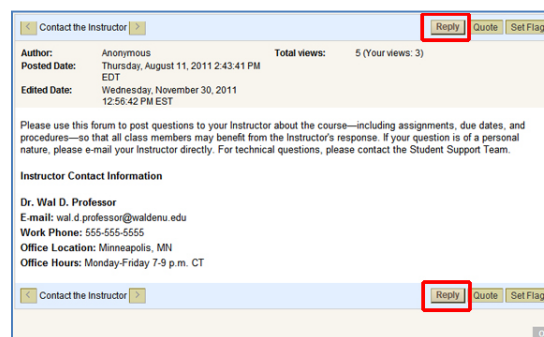
On the other hand, if your question is of a personal nature and you do not want the *entire* class to view the answer or you need to provide personal information when asking the question, you should *not* use the **Contact the Instructor** area to ask the question. As mentioned in Step 2 of this demonstration, questions of a personal nature can be posed to your Instructor using their contact information in this area or the **Send Email** tool in the **Tools** area on the left navigation bar.

Before posing a question to your Instructor in the **Contact the Instructor** area, you should always make this determination, so that you do not make information regarding personal matters visible to your entire class.

Now that you have learned how to determine when it is appropriate to use the **Contact the Instructor** area to ask your Instructor questions, let's take a look at how to ask your Instructor a question in this area.

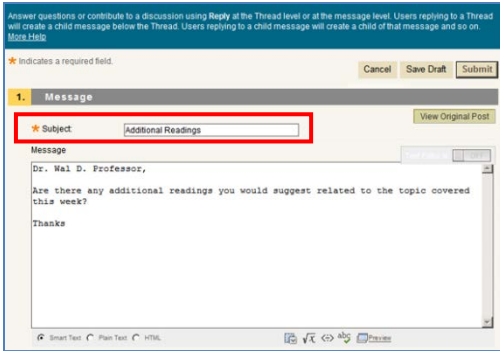
Step 4: Ask Your Instructor a Question in the Contact the Instructor Area

If you have determined that you have an appropriate question to pose to your Instructor in the **Contact the Instructor** area, you can ask it by first clicking on the **Contact the Instructor** Discussion Thread link (if you have not done so already.)



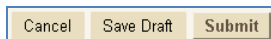
Next, click the **Reply** button at the top or bottom of the **Contact the Instructor** Discussion Thread.

Congratulations! You have now completed the “When and How to Use the Contact the Instructor Area” demonstration.



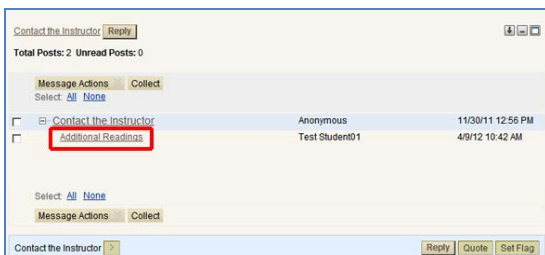
Enter your question for your Instructor in the **Message** box.

Additionally, it is strongly recommended that you enter an original title for your question to your Instructor in order to provide easier navigation through the **Contact the Instructor** area for you, your classmates, and your Instructor. To do so, update the **Subject** box with an original title for your question.



If at any point, you need to clear your question to your Instructor, you can click the **Cancel** button in the upper-right corner.

When you are ready to submit your question to the Instructor, click **Submit**. Keep in mind that once you submit your question, you will not be able to edit it, so please make sure that it is ready before clicking **Submit**.



Finally, make sure your question appears in the list of replies to the **Contact the Instructor** Discussion Thread.

To see your Instructor's reply to your question, you should navigate back to the **Contact the Instructor** area at a later time. Once you have navigated back to the **Contact the Instructor** area and entered the **Contact the Instructor** Discussion Forum, please follow the steps outlined in the "How to Participate in Discussions" demonstration to assist you in locating your Instructor's reply to your question, organizing your Discussion Forum page, and/or reading through the other questions that your classmates may have posed to your Instructor.