

Course / Learning Management Systems Frequently Asked Questions

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GET HELP AND VIEW DEMONSTRATIONS AT: <http://bfwpub.com/cms/help>

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techsupport@bfwpub.com

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Overview

What is a Course Management System (CMS) or Learning Management System (LMS)?

- “Course Management System” and “Learning Management System” are synonymous terms.
- It is a program licensed by institutions in which instructors can make course materials available to students, administer assessments, facilitate class communication, and manage student records.
- It can be used to either teach fully online courses, or to supplement in-person courses.

Why would I use a CMS?

Some reasons to use a CMS are to:

- Facilitate self-paced learning
- Assess student understanding of course material
- Present class resources in a central location
- Include digital resources as a part of the course
- Encourage and track students' interaction with class materials, TAs, and each other
- Easily develop one curriculum to be used by all instructors teaching a single course

How do I use a CMS?

- There are tutorial videos at <http://bfwpub.com/lms/help/> which walk you through some common tasks.
- Your campus may offer training through a faculty development, IT, or academic computing department.
- CMS providers often offer courses in using their products. Their websites will provide more information.
- Online discussion boards and communities exist for many CMSs, and can be found by internet searches.
- There are many useful books on using particular CMSs, including *Blackboard for Dummies*, *Navigating WebCT*, and *Using Moodle*.

Which CMS is which?

What CMSs are available, and what are the differences between them?

- Blackboard and WebCT are the most widely used, followed by Desire2Learn and ANGEL. In the for-profit sector, eCollege is mainly used. Sakai and Moodle are popular open-source, free CMSs most commonly used in K-12 and at research institutions. There are a number of other CMSs out there as well.
- The official Web pages for these CMSs provide thorough information on the products and contact info.
- All CMSs offer the same basic tool set: a way to present content in a folder structure, assessment tools, survey tools, discussion groups, announcement boards, and gradebooks.
- CMSs differ in user interface, features, licensing and pricing, services for course building and training, and integration with other on-campus systems such as e-mail and registration.
- A good resource for comparing CMSs is <http://www.edutools.info/course/productinfo/>

How do I find which CMS exists on my campus?

- Usually through your IT / Academic Computing / Help Desk or Distance Learning department's Web site.

Who decides which CMS to use on my campus?

- Usually a committee of faculty and technology personnel chooses which CMS(s) to license campus-wide.

Bedford, Freeman & Worth CMS content

What is an e-Pack or Course Cartridge?

- These are WebCT and Blackboard terms for content packages which you can upload into your course.
- These packages are usually created by publishers and delivered as .zip files or Instructor Download Keys.
- eCollege content packages are called c-Packs, and must be created by eCollege.
- ANGEL and Desire2Learn can generally use WebCT e-Packs or Blackboard Course Cartridges.

How can I get an e-Pack or Course Cartridge from Bedford, Freeman & Worth?

- By going to <http://bfwpub.com/cms>, browsing for your discipline and title, and selecting “Adopt Now.”
- You will receive an e-mail with instructions for downloading and installing the e-Pack or Course Cartridge.
- Most requests are fulfilled within minutes of completing the adoption form.

How much will an e-Pack or Course Cartridge cost my institution or my students?

- With the exception of custom-made or premium content e-Packs and Course Cartridges, it is currently free to you and your students.

Will I need access codes or PIN codes for the e-Pack or Course Cartridge?

- Not generally. Older, premium, or custom e-Packs or Course Cartridges may require them.
- If you have an older version of an e-Pack or Course Cartridge which does prompt students to enter an access code, contact BFW's [tech support](#) team for assistance.

Is the test bank included in the e-Pack or Course Cartridge?

- In most of our e-Packs and Course Cartridges, yes. For older e-Packs and Course Cartridges, this is not always the case. If the test bank is missing from the question pool, our [tech support](#) can help you install it.

What if I do not see content for the title I am interested in?

- [Contact your sales representative](#). We may be able to provide discipline-wide resources, offer content from another version of your book, or offer a customized solution to fit your needs.

What if I do not have a CMS on my campus but would still like to use online course resources?

- [Contact your sales representative](#). He or she can consult with you about which other online products we offer that may fit your needs, and under certain circumstances, we may be able to provision CMS hosting (generally for a fee).

Can Bedford, Freeman & Worth provide IMS or SCORM content?

- Yes. Using an ANGEL or WebCT tool, we can create a SCORM package for any course package we offer.
- QTI test banks can be created using the Diploma program distributed with all of our CD test banks by going to “File > Export > Other > IMS/QTI.”
- Our Instructor Resource e-Library automatically creates a SCORM package when you download a collection.

WebCT

What are the different versions of WebCT?

- The current versions in use are Campus Edition 4, Campus Edition 6, Vista 3, and Vista 4.
- We need to know which version you're using to provide the right content package.

How do I make quizzes available to my students in WebCT?

- In the Designer or Build view, select the quiz and go to Edit Settings, then change the Availability.

How do I make tests using the test bank?

- Click “Add Page or Tool” and select “Quizzes/Surveys.” Name your quiz and place it on the appropriate organizer page. You will then be able to “Create quiz.” Click on this quiz once it has been created. You will be able to “Add Question” to add individual questions from the test bank, or “Add Question Set” to add a group of questions from which to randomly select to form unique quizzes.

How do I install an e-Pack?

- When you adopt one of our e-Packs, you will receive an e-mail containing installation instructions. Your campus WebCT/IT administrators can usually help you with this.
- This site provides useful information for installing an e-Pack in Vista:
http://www.webct.com/quickstart/viewpage?name=quickstart_e-pack_vista_upload

- This site provides useful information pertaining to Campus Edition e-Packs:
http://www.webct.com/content/viewpage?name=content_getting_started

How do I install an e-Pack if I already have materials in my course?

- *Warning:* This process is irreversible, please back up your course before attempting to merge with an e-Pack!
- Merging is automatic in Vista, but in Campus Edition, it requires a special procedure. First, adopt the Vista course package instead of the Campus Edition. Then, instead of following the installation instructions you receive, follow these: Log in to your course as an instructor. Click Control Panel > Manage Course > Import Content. Select the option button marked "Import a Course." Click "Browse" to locate the course package. Choose *Upload* if necessary. Select the option button next to the file, and choose "Add Selected." Click "Import." Your content and the e-Pack should now be merged!

What happens if there is an error during restoration of the e-Pack?

- Most errors are caused by the wrong version of the e-Pack being installed on the local WebCT instance. This can be quickly corrected by letting us know which version of WebCT you are using. Another common cause of errors is a corrupt file. You should try downloading the file again. If there are still errors, then your WebCT administrator may have to contact WebCT for service. If you have been given the wrong e-Pack, please notify editorial@bfwpub.com to acquire the correct one.

Blackboard

What are the different versions of Blackboard?

- Currently in use are versions 7.1, 6.3, 6.2, 6.0, and 5.5
- We need to know which version you're using to provide the right content package.

How do I make quizzes available to my students in Blackboard?

- You can unhide any quiz by going to "Control Panel," then "Course Documents," navigating to the quiz, clicking it, and then choosing "Modify Test Options." Test availability is under section "2." If the tests are not deployed, click on "Add Test," and select the test you want added. You will then have to "Modify Test Options" to make it available to students.

How do I make tests using the test bank?

- To make tests, you should go into "Test Manager," "Add Test," and select "From Question Pool or Assessment" to select questions from the pool. You can then go into any location in "Course Documents" and select "Add Test." Select the name of the test you just created and it will be added. Note that by default it is not available to students. You will have to click on the test and "Modify Test Options" to make it available.

How do I install a Course Cartridge?

- If you have anything in the Course Documents folder, be sure that they are not named "Student Resources" or "Instructor Resources"; otherwise, they may be overwritten. Go into "Control Panel," select "Import Package." Browse to select the Course Cartridge that you downloaded from our servers. You can upload "Content," and "Tests, Surveys, and Pools." Click "Submit." It may take a few minutes to finish installing, particularly if the file is large. All the materials will be in the "Course Documents" folder.

What happens if there is an error during installation of the Course Cartridge?

- Most errors are caused by the wrong version of the Course Cartridge being installed on the local Blackboard instance. This can be quickly corrected by letting us know which version of Blackboard you are using. Another common cause of errors is a corrupt file. You should try downloading the file again. If there are still errors, then your Blackboard administrator may have to contact Blackboard for service. If you have been given the wrong Course Cartridge, please notify editorial@bfwpub.com to acquire the correct one. We can also provide you a download key as an alternative form of installation.

ANGEL

How much does the ANGEL course content cost?

- It is currently free to you and your students.

How can I get content for my ANGEL course?

- Simply find the title you are looking for at <http://bfwpub.com/cms> and select the “Adopt Now!” link next to “ANGEL.”

How do I upload content into my ANGEL course?

- From the “Tools” tab in ANGEL 6.3 or “Manage” tab in ANGEL 7.1, select “Import Wizard.” Browse to the .zip file provided by us and click “Upload.” To be safe, you may want to add this content to a new folder if your course already has content in it. Importing may take a few moments to complete. Note that you may upload multiple packages to one course and that packages can be uploaded into courses that already have content in them. *Note:* Do not worry if the .zip file we provide has “blackboard” or “webct” in the file name, ANGEL can upload these files.

Is the test bank included?

- In most cases, we have tried to include the test banks. If the test bank is missing from the question pool and you would like it installed, our [tech support](#) team can assist you with installing it.

Desire2Learn

How much does the Desire2Learn course content cost?

- It is currently free to you and your students.

How can I get content for my Desire2Learn course?

- Simply find the title you are looking for at <http://bfwpub.com/cms> and select the “Adopt Now!” link next to “Desire2Learn.”

How do I upload content into my Desire2Learn course?

- Select “Content” from the menu along the top. Then, from the right-hand menu, select “Import Course.” Browse to the zip file provided by us and click “Next.” You may convert any portion of the course to D2L. Importing the course may take a few minutes to complete. *Note:* Do not worry if the .zip file we provide has “blackboard” in the file name, D2L can import these files.

Is the test bank included?

- In most cases, we have tried to include the test banks. If the test bank is missing from the question pool and you would like it installed, our [tech support](#) team can assist you with installing it.

eCollege

How can I get content for the eCollege course?

- We may be able to provide eCollege content for your course. Please [contact your sales representative](#) to discuss this option.

Can I get a BFW test bank to use in my eCollege course?

- Your [sales representative](#) can provide you with a CD copy of the test bank. This CD includes the Diploma test bank program, which can export to a number of file formats. You will need to contact eCollege to determine if they can use one of these formats in your course.