Managing Blackboard course enrolments
Guide for Student Support Centre Administrators

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Introduction
If you have been granted the SSC Admin role in Blackboard you will see the System Admin tab.

This gives you the ability to manage courses and users within a Blackboard ‘Domain’ (normally a School, in some cases a Department). In particular, you can enrol yourself and other users onto courses, and remove users who no longer need access to a course.
Student enrolments

The vast majority of Blackboard courses are linked to RISIS – this included standard RISIS module/programmes in Blackboard, and Shared Courses, which combine enrolments from two or more modules/programmes.

Student enrolments flow through automatically to Blackboard from RISIS as part of an overnight process (at the start of the academic year there may be up to 48 hours’ delay). Therefore, except on non-RISIS courses and Organisations, you should not have to manually enrol students. If they do not appear on a Blackboard course, there is probably an issue with their RISIS record, and you should investigate this first, before raising an IT support ticket.

Removing users from a course

Removing a user from your course is final and irreversible.

When you remove a user from a course, all of the information associated with that user is also deleted. This includes
• Grade Centre information
• information about assessment and assignments
• course statistics.

Discussion board posts are not deleted, but will show as ‘Anonymous’.

Although you can re-enrol the user on a course, this will not restore any of the deleted information such as Grade Centre data.

Therefore, you should not remove students from Blackboard courses.

See the separate guide: Removing staff from Blackboard courses
Enrolling yourself on a course

You do not have to add yourself to a course in order to enrol other users. But you do need to be enrolled on a course in order to access course content, the Grade Centre, and work submitted to Blackboard or Turnitin assignments.

The most appropriate role for support staff is **Teaching Assistant**. Please retain the 'Instructor' role for academics teaching the course.

For guidance on the various course roles available, see our guide [Course roles in Blackboard](#).

Enrolling users on a course from the SysAdmin tab

Go to **SysAdmin** and click on **Courses**.

The course search defaults to Course Name, but you will probably want to change this to Course ID, so you can search by module or programme code.

Type in the course code or name and press **Go**.

A list of all matching courses is displayed.
Instructors are shown by name and username.

Names greyed out are disabled IT accounts – probably denoting that the staff member has left the University.

Please note that staff who are enrolled with other roles e.g. Teaching Assistant or External Examiner, are not displayed on this page.

To view all users enrolled on the course, and to add or remove users, hover over the Course ID, and a small down arrow will appear. Click on this arrow to get access to the options menu, and choose **Enrolments**.
Managing Blackboard course enrolments

The Enrolments screen shows all users enrolled on the Blackboard course, and their role within the course.

To enrol yourself or other users into this course, click on **Enrol Users**.

Ideally, you will already know the IT username of the person who need to enrol. Type this into the Username field, select the appropriate course role from the drop-down list, and press **Submit**.

**Do not press Browse!**

**Don’t know the person’s username?**

Only press **Browse** if you don’t know the person’s username, and need to search for them by first name, last name or email address.

You can also find IT usernames from the **Person Search** page on the intranet [https://www.reading.ac.uk/closed/person/]
Adding several users at once?

You can enter multiple usernames at once. Just separate the usernames with a comma.

e.g. rb902086, nm909280, xg903518

If you have to add a large number of users, use the Batch Enrol tool (see below).

Getting an error message?

If you try to enrol a user who is already on the course, you will see a red error message at the top of the screen.

User is already enrolled: rb902086

Enrolments: AP1A03-15-6A

Other errors would include

- username not found (i.e. you have entered incorrect details)
- ‘You do not have permission to enrol user’ – this message will appear if you try to enrol someone from a different ‘domain’ (e.g. from a different School). In this case, you would need to
  - enrol yourself onto the course
  - enrol the other user via the course Control Panel

Please note: if you try to enrol multiple users at once, and any one of these users produces an error message, none of the users will be enrolled.
Enrolling users from the course Control Panel

You can also enrol users directly from the course.

Search for the course you want from SysAdmin > Courses.

Click on the course ID to enter the course.

You will see an ‘Access Denied’ message, but you are able to view some parts of the course menu and Control Panel.

Click on Control Panel > Users and Groups > Users.

Ignore the search box. Click on Find Users to Enrol, and then follow the same procedure as described above.
Managing Blackboard course enrolments

Centre for Quality Support and Development

**Batch Enrolling users**

This option is only available from the SysAdmin tab, not from within a course.

Go to **SysAdmin > Courses** and click on **Enrol Users**.

This allows you to upload a file and process multiple course or organisation enrolments at one time. The file can be created easily in Excel, but it must be correctly formatted to work:

- The file must have one record on each line of the file
- Each record in the file must be in the following field order: Course ID*, Username*, Course Role, System Availability, Course Availability
- The first two fields must be completed, the others are optional. But ‘Course Role’ is vital if you are enrolling staff users.

Valid course roles are:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EE</td>
<td>External Examiner</td>
</tr>
<tr>
<td>B</td>
<td>Course Builder</td>
</tr>
<tr>
<td>G</td>
<td>Marker</td>
</tr>
<tr>
<td>P</td>
<td>Instructor</td>
</tr>
<tr>
<td>S</td>
<td>Student</td>
</tr>
<tr>
<td>T</td>
<td>Teaching Assistant</td>
</tr>
<tr>
<td>NON_UoR</td>
<td>Non UoR Staff</td>
</tr>
</tbody>
</table>

If you don’t enter anything in the Course Role field, Blackboard will assume that the user should be enrolled as a student.

- Needless to say, if you get the Blackboard Course ID or Username wrong, the import will fail— or, even worse, you will enrol the wrong users on the wrong course.

The easiest way to create your file is in Excel.

The spreadsheet should look like this

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AP1A03-15-6A</td>
<td>rb902086</td>
</tr>
<tr>
<td>2</td>
<td>AP1A03-15-6A</td>
<td>nm909280</td>
</tr>
<tr>
<td>3</td>
<td>AP1A03-15-6A</td>
<td>xg903518</td>
</tr>
<tr>
<td>4</td>
<td>AP1A03-15-6A</td>
<td>nm909280</td>
</tr>
<tr>
<td>5</td>
<td>AP2A20-15-6A</td>
<td>nm909280</td>
</tr>
<tr>
<td>6</td>
<td>Ap2A35-15-6A</td>
<td>nm909280</td>
</tr>
</tbody>
</table>

Note that

- There is no header row
• You can use this method to enrol multiple users onto a single course or multiple courses; or one or more users onto multiple courses; and to enrol staff with different roles on different courses.

• You should save the file as a CSV file – in Excel choose **File > Save As** and select **CSV** from the Save as type drop-down list.

![CSV file save as](image)

• On the Blackboard Enrol Users screen, click on **Browse** to locate and upload your CSV file. You do not have to specify a ‘Delimiter Type’ as Blackboard should be able to determine this.

![Blackboard Enrol Users](image)

• If in doubt, before you attempt to upload a file, click on **More Help** to open a Blackboard help page in a new window.

• When ready, press **Submit**.

• You will see a screen recording the success of the Batch Enrol process. Any errors are shown in red, and Blackboard normally provides sufficient information to diagnose what caused the problem (most likely a data entry error in Excel).
Please note that the message "Error: Identifying fields are not unique" simply means that the user in question was already enrolled on this course.

Disabled users and Unavailable enrolments

When you look at course enrolments from SysAdmin > Courses you may see these symbols next to certain user records.

= Disabled enrolments: normally denotes a student who has completed or been withdrawn from the course; this status is picked up automatically from RISIS, and cannot be edited in Blackboard.

= Unavailable enrolment: the user’s enrolment on this course has been set as Unavailable in Blackboard; you, or any Instructor or Teaching Assistant on the course, can edit the user’s enrolment to set it as Available again.

Enrolment Availability

From SysAdmin > Courses

Call up the course and go to Enrolments.

Find the user whose enrolment status you want to alter, and choose Edit.
Change the **Enrolment Availability** to Yes or No as appropriate.

Press **Submit** to save your changes.

**From the Course Control Panel**

Go to **Control Panel > Users and Groups > Users**.

Find the user whose enrolment status you want to alter, and choose **Change User’s Availability in Course**.

Change the status under Available (this course only) to Yes or No as appropriate.

Press **Submit** to save your changes.
Further help

Please see additional guides on Course Management is located on the Support for Staff tab in Blackboard. and our dedicated blog page for SSC Administrators at http://bit.ly/sschelp.

Further help can be found on the Blackboard Help site at: https://en-us.help.blackboard.com/Learn/Instructor/Courses/Manage_Course_Enrollment/020_Manage_Users

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