Why can't I see my Blackboard course as an instructor?

Tell Me

- Blackboard courses are auto-created and auto-enrolled from the Student Administration (SA) system containing all official registration and enrollment data.
  - Please review the course creation schedule to determine when your shell will be available in Blackboard.
  - Tip: Check How do I access my official class roster? to confirm you have access.
- In Blackboard, if you do not see your course and you are an instructor, please confirm that your Departmental Scheduling Coordinator has correctly entered your name in the schedule of classes.
  - If you are an instructor, and your name is not associated with the course you are teaching in the SOC, please see your Departmental Scheduling Coordinator to resolve the issue. Once you are listed in the SOC, your Bb course shell will be created automatically.
  - If you and your Department Scheduling Coordinator believe you are correctly assigned as the instructor of record in the SOC and you do not see your course shell in Blackboard, please submit a Request Tracker (RT) ticket via my.umbc.edu/help.
  - If you need a Bb shell for a research or independent study course, please submit a new course request.
- If you are not the instructor of record, make sure all steps have been followed in the new full- or part-time employee account creation process.
- Blackboard course shells are not created for those courses who have STAFF listed as the instructor (see example below).
- If your course is categorized as independent study or research (see example below, or review this FAQ), then you must request a new shell.
  - Only Bb System Administrators can manually create new courses. Please complete the Blackboard course shell request form located on http://my.umbc.edu/go/blackboardrequest.
- Log into Blackboard and use the tools on the Courses page
  - Browse by term. Move between past, current, and upcoming courses using system-defined terms. At the bottom of the list, you’ll find a page selector to navigate through long lists.
  - Change the filter. Click on down arrow next to the Current Courses title to switch to another term. If you navigate to another page, all courses show again.
  - Search your list. The search function finds courses on the current page that match your search term.

Related FAQ -> Where is my course after the Ultra Experience upgrade?

Related FAQ -> How do I organize my list of courses by term in Blackboard?

- If your course is not showing up in the Blackboard ‘Check My Activity (CMA)’ module (see image below), it doesn't mean you are not enrolled or you don't have access.
  - The CMA list is populated 24 hours after Blackboard is updated the previous day. For example, if it is Tuesday afternoon when you check CMA for your course, the information you see was populated from Monday night’s data.
  - Before you open a ticket, make sure you go to the full Blackboard site, https://blackboard.umbc.edu, to view your list of courses on the All Courses tab.
**TIP: How do I organize my list of courses by term in Blackboard?**

![Blackboard Course Activity Image]

**Other reasons you may not see your Blackboard course**

- Make sure your pop-up blockers are off. Alternately, please allow security exceptions for *.umbc.edu* and *blackboard.com*.
- Try accessing the page directly instead of going through myUMBC. Type the following into the address bar of your browser: https://blackboard.umbc.edu

Finally, in a rare situation, you could be trying to access your course on Blackboard when it is offline for maintenance or an unexpected service interruption. Check the splash graphics below and links to associated announcements:

<table>
<thead>
<tr>
<th>Blackboard is offline for maintenance</th>
<th>Blackboard has an unexpected service interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Bb Announcements for a planned upgrade or maintenance schedule, or click here to see the schedule.</td>
<td>Check Bb Announcements or DoIT News for any unscheduled or unexpected downtime.</td>
</tr>
<tr>
<td>If Blackboard is offline for maintenance, the splash page will look something like this:</td>
<td>If Blackboard is offline unexpectedly, the splash page will look something like this:</td>
</tr>
</tbody>
</table>

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