

Drexel University  
College of Nursing and Health Professions  
Online Learning Technical Guidelines

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**\*\*PLEASE READ—IMPORTANT INFORMATION\*\***

To access your **Spring Quarter 23-24** Blackboard courses please log in at <http://learn.dcollege.net>

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Students in online courses need a high degree of self-motivation to compensate for the absence of a classroom and face-to-face faculty interaction. Instructors set specific deadlines for work throughout the term and require class participation via live/synchronous virtual classroom meetings, threaded discussions, and regular email communication. Class participation is critical to your success in online courses and instructors factor this into your grade.

You should be comfortable with basic computer skills, including:

- Researching topics via the Web
- Using Microsoft Office (Word, PowerPoint, etc)
- Sending and receiving email
- Attaching, sending, and opening documents
- Participating in online chats
- Functioning in library databases

### Blackboard Learn Supported Browsers & Operating Systems:

#### Supported Browsers

Browser Type	Browser Version
Chrome	Most recent stable version and two preceding versions
Edge	Most recent stable version and two preceding versions
Firefox	Most recent stable version and two preceding versions
Internet Explorer	Unsupported
Safari	Two most recent major versions

[CLICK HERE TO CHECK YOUR BROWSER!](#)

Regardless of the browser being used, Blackboard Learn requires the use of session cookies and JavaScript enabled in the user's browser to provide the right experience for teaching and learning.

Recent updates to several browsers have included changes to how the browser handles third-party cookies. These changes may affect tools from other providers that integrate with Blackboard Learn. If you have trouble accessing an integrated tool after a browser upgrade, edit your browser's settings to allow sites to save and read cookie data. You can find instructions for Chrome, Safari, Firefox, and Edge online.

A variety of devices and operating systems were used to test the supported browsers. Support is not limited to these specific operating systems. The desktop browser versions above are supported regardless of the particular device or operating system on which they run.

Category	Tested
Operating Systems	Windows 8, Windows 10 or later, Mac OS 10.12, Mac OS 10.13, Mac OS 10.14, Mac OS 10.15, Chrome OS
IOS Devices	IOS 14+
Android Devices	Android 9+
Windows Mobile Devices	Venue 8 Pro, Lumia 520, Lumia 930
Chrome OS Devices	ChromeOS is not supported on devices other than Chromebooks such as ChromeOS running on Windows. ChromiumOS and Chromebit are not supported.

## Other Computer Hardware Requirements:

If your computer does not have the proper hardware or software, Blackboard may run slowly or lack some tool functionality. Prior to using Blackboard Learn, compare your current system configuration with our system requirements below. Remember, always be prepared for your online class before it begins for the best learning experience!

	Preferred System Specifications	Minimum Requirements
<b>Processor Speed</b>	Intel Core i5 or i7 processor (or AMD equivalent) Apple Computers: MacBook Pro	Intel Core i5 (or AMD equivalent)  2.7GHz dual-core Intel Core i5 or greater
<b>Hard Drive</b>	512GB Hard Drive (Solid State Recommended)	128GB Hard Drive (Solid State Recommended)
<b>Memory (RAM)</b>	8GB or higher	4GB
<b>Optical Drive</b>	DVD-ROM	CD-ROM
<b>Network/Internet Connection</b>	Broadband, DSL, Cable or higher. <b>PC:</b> Dual-band Wi-Fi (802.11 a/n/c at 2.4 GHz and 5 GHz) <b>Mac:</b> 802.11ac Wi-Fi wireless networking; IEEE 802.11a/b/g/n compatible	Dual-band Wi-Fi (802.11 a/n/c at 2.4 GHz and 5 GHz)
<b>Sound</b>	Sound capability (sound card and speakers)	Sound capability (sound card and speakers)
<b>Headset</b>	USB Headset	Mini-plug Headset

## Notes about purchasing a new computer:

- The recommended specifications should be adequate for a student for 3 or 4 years of use without being upgraded
- If you are purchasing a new computer, use the recommended specifications for your program.
- If you are using an existing computer, it should meet the minimum requirements to provide you with an adequate experience. However, that computer may not remain suitable for years to come because software is always changing.
- There are add-ons that might be beneficial to the incoming student, such as a DVD-RW Drive and dual monitors, but are not required.

## Internet Connectivity

- Students need access to a computer with Internet capability to connect to the Drexel Blackboard courses. It is recommended that you download [Adobe Reader](#)
- A cable or DSL connection is highly recommended for courses using Collaborate and for exams in Blackboard. If possible, do not use a wireless Internet connection or wireless headset as your connection may be lost or slow. Not all courses are using this so please check with your instructor.
- **All students** must activate their Drexel email account for use in our online courses. You will not be able to log into Blackboard Learn until you activate your account. You can activate your email account with Drexel at <http://accounts.drexel.edu> once you have completed the registration process.

## Free Software

All students are eligible to download free software through Drexel. Software can be downloaded at <https://software.drexel.edu/> In order to access the Drexel server; you must authenticate with your Drexel domain ID and password when prompted. If you have difficulty accessing the software site, please contact [consult@drexel.edu](mailto:consult@drexel.edu) or the **IRT Help desk at 215-895-2020** for assistance. A list of available software from Drexel can be viewed at <http://drexel.edu/irt/software/softwarelist/> Educational pricing available when linked to JourneyEd or eAcademy via [DrexelOne](#).

## Office 365 for Students

Office 365 comes with a full version of Office and familiar Office applications such as Word, Excel, PowerPoint, Outlook, OneNote and more. Go to <https://drexel.edu/it/help/a-z/office365/students/>

- Install on up to 5 compatible PCs and Macs, plus 5 tablets
- Use with OneDrive for automatic device syncing
- Gain valuable skills on the world's most popular document software
- Use the same programs as the faculty to ensure full file fidelity

If you have any questions regarding Office 365, please contact the Help Desk at 215.895.2020 or [helpdesk@drexel.edu](mailto:helpdesk@drexel.edu), or submit a help ticket at [drexel.edu/servicedesk](https://drexel.edu/servicedesk)



## Class Collaborate (Formerly Blackboard Collaborate)

Please check with your instructor if your course is using Class Collaborate web conferencing in your Blackboard course. Please ensure you review the following:

- You are using the computer on which you will attend your Class Collaborate web conferencing session.
- Your computer is connected to the Internet and has a stable connection. It is recommended that you have a DSL connection or better. **NOTE:** It is not advisable to use a wireless Internet connection or wireless headset, as your connection may be lost or slow.
- You have a headset and microphone to take full advantage of the audio capabilities during the session.

Class Collaborate introduces a new interface and runs entirely within your browser. The **optimal Class Collaborate experience** for all users is with Google's Chrome browser.

If you have any issues with this, please contact the **Instructional Technology Group** at 215-895-1224 or [itg@drexel.edu](mailto:itg@drexel.edu) for assistance.

**Be sure to run the Audio Setup Wizard** to configure your audio input and output devices. Prior to the first scheduled classroom session, please make sure your computer is set up properly.



Please check with your instructor if your Blackboard course is using Practice (formerly ApprenNet). This is a web-based interactive learning tool and a webcam is required for recording videos. You can use a built-in webcam that came with your laptop or iPad. If you do not have one you can buy an external webcam that provides good quality video and will meet your course requirements. Please review the Practice website at <https://tinyurl.com/muhnbeyx> to see how it works and [click here for technical assistance](#) as a starting point. For technical problems with the Practice Exercise click the [Submit a Ticket](#) link.



Please check with your advisor if your course is using Shadow Health Digital Clinical Experience software in your Blackboard course. [Click here for the recommended system specifications](#) and please make sure your computer meets or exceeds these system requirements. For Shadow Health questions and support please:

- **Call +1 800 222 9570 (toll free for US customers) – Monday-Sunday: 6am-12am CST**
- [Email](#) and [Live Chat](#) for assistance.

**Recommended Computer System Specifications for using Shadow Health Software (system should be at most 3 years old or newer)**

## Hardware Requirements

4th generation (4000 series) Intel Core i3 / i5 / i7 and newer or AMD equivalent ([Check your Computer Hardware](#)) (Apple computers from 2013+)

4GB of Memory (RAM)

Intel HD Graphics 3000 or better - Minimum supported screen resolution 1024x768

Hardware Acceleration is required to render the graphics so the use of virtualization technologies (i.e. VMware, Parallels, etc) is currently not supported when using the Digital Clinical Experience.

## Software Requirements

Windows

Windows 8.1 - 64-bit System Type

Windows 10 - 64-bit System Type

Windows 11

macOS (three latest versions)

10.15 (Catalina)

11.0 (Big Sur)

12.0 (Monterey)

## Browsers

[Google Chrome](#) (required for Speech to Text feature), [Mozilla Firefox](#), Microsoft Edge (Windows only) Safari (macOS only). All software should be up to date. Older software may not work properly with the Shadow Health DCE assignments.

## Unsupported Platforms

The following devices and operating systems are not supported on the Shadow Health platform.

iOS devices (iPhones and iPads)

Android devices (phones and tablets)

Chromebooks

Linux/GNU based operating systems

## Accessing Your Courses

Students are enrolled automatically from the Banner system into courses for the upcoming term before the first day of the class. You may not be able to access your course until the first day of the term so please be patient. If you do not see your courses listed in Blackboard Learn by the first day of class, please contact your academic advisor.

***Username in Blackboard Learn:*** Your username in Blackboard Learn will be the same as your Drexel email ID (such as bea35 or ko223)

- ***Passwords in Blackboard Learn:*** Your password in Blackboard Learn will be the same as your DrexelOne email passwords.
- ***Registration: Please note:*** After you register for a course, please **allow some processing time for your courses to show up in Blackboard**. Your registration needs time to be processed through our Banner system and as soon as it does your Blackboard course(s) will then show up.
- You will NOT be automatically dropped from a course due to non-participation. Please contact your academic advisor to drop a course within the deadline.
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## Drexel Email

- To access Blackboard Learn courses and the DrexelOne portal, you must activate your Drexel email account or you will not be able to log in. You can do this at <http://accounts.drexel.edu>. If you need help activating your Drexel email account, please call the **Drexel University IRT Help Desk at 215-895-2020** during business hours.
- You can access your email as well as your Banner information through the DrexelOne Portal at <http://one.drexel.edu> using your Drexel email ID and Drexel email Password.
- **Email:** ALL students **MUST** use their Drexel email address within the Blackboard Learn system or you will not be able to log in. Any email you send must include your official Drexel name or ID and drexel.edu as part of your email address. (Examples: abc99@drexel.edu) . We highly recommend that you send email from within Blackboard Learn and reply from your Drexel email account.

## Technical Support

- **For Urgent Blackboard Learn Support-** contact our **Blackboard Student Services (BbSS)** technical support team for assistance via telephone 24/7 at **215-895-1224** or email them at [itg@drexel.edu](mailto:itg@drexel.edu) Please have your Drexel username, course, and hostname ready when calling (found in the module that lists your Node information under the Tech Support Tab in Drexel Learn).
- **For support with email, passwords, or DrexelOne** - contact the Drexel IRT Help Desk at **215-895-2020**.
- **For support with Blackboard Collaborate Ultra Web Conferencing** – Support for Students and Faculty: The Blackboard Collaborate Support Portal is located at: <https://en-us.help.blackboard.com/Collaborate/Ultra>. We encourage you to bookmark this website. You will find several important links to help you. The phone number for Blackboard Collaborate tech support is 215-895-1224. The email address for Blackboard Collaborate tech support is [itg@drexel.edu](mailto:itg@drexel.edu)

When calling or emailing, please provide a detailed description of the issues you are having with Blackboard Collaborate. Provide a description of your systems specifications including the operating system (OS), browser information, internet connection, and general computer information that may aid the technical support group.

- **For support with ProctorU** - contact **205-870-8122**

*Please contact your Academic Advisor for program-specific questions*