TECHNOLOGY SPECIFICATIONS FOR STUDENTS ENROLLED IN ONLINE/BLENDED/WEB-ENHANCED COURSES AT MISSOURI S&T

A variety of web-based programs have been incorporated into online courses at Missouri S&T. Two specific technological tools that could be used in many online courses are Blackboard 9.1 and Tegrity. Each of these web-based applications has system requirements that students must adhere to in order for the programs to function correctly.

Campus machines in classrooms and CLCs all have the required technology to support the educational software. Different software works best on different browsers, so it is not uncommon to use at least two different browsers to run different programs. When a web-based application doesn't work in one browser, first try switching to a different browser or upgrading the current browser before contacting the Help Desk.

For troubleshooting assistance, contact the Help Desk at https://help.mst.edu or call 573-341-HELP (4357). There is also a Walk-In Center on the first floor of the Curtis Laws Wilson Library for face-to-face assistance.

Here is a link to requirements and support for Blackboard 9.1 Service Pack 14:

- Blackboard 9.1 SP14

Visit the EdTech Website for help in how to use Blackboard, Tegrity, and other software supported by EdTech.

- EdTech http://edtech.mst.edu/
- Student Blackboard Help http://edtech.mst.edu/support/blackboard/
- Tegrity http://edtech.mst.edu/support/tegrity/
- Other Application Support http://edtech.mst.edu/support/
RECOMMENDED STUDENT TECHNOLOGY

- Operating System
  - Windows XP, Vista, or 7+
  - Mac 10.5 (Leopard), 10.6 (Snow Leopard), 10.7 (Lion)
    - 10.4 (Tiger) is NOT supported

- Hardware
  - Webcam
  - Audio Headset with Microphone

- Internet
  - High Speed Internet (Dial-up is not sufficient for viewing video content)

- Browser - Both Google Chrome and Mozilla Firefox have moved to a rapid release cycle. Blackboard is supporting all newer stable versions of Chrome and Firefox.
  - The recommended version is dependent on the computer’s operating system.
  - To determine the version of Internet Explorer, in the browser window, click the question mark for help. Then click “About Internet Explorer”.
  - The recommended version is dependent on the computer’s operating system.
  - To determine the version of Mozilla Firefox, in the browser window, click “Help”. Then click “About Mozilla Firefox”.
  - The recommended version is dependent on the computer’s operating system.
  - To determine the version of Google Chrome, in the browser window, click the menu icon (far right of browser window). Then click “About Google Chrome”.
  - The recommended version is dependent on the computer’s operating system.
  - To determine the version of Safari, in the browser window, click “Safari”. Then click “About Safari”.

- Blackboard requires Java Runtime Environment (JRE) for many features to work properly. The JRE can be downloaded from:


  To verify version or download Java go to [http://java.com/en/](http://java.com/en/).
Please be aware of the following Information Technology policies:

- University of Missouri Acceptable Use Policy (applies to all faculty, students, and staff): [http://www.umsystem.edu/ums/rules/collected_rules/facilities/ch110/110.005_acceptable_use_policy/](http://www.umsystem.edu/ums/rules/collected_rules/facilities/ch110/110.005_acceptable_use_policy/)

- Blackboard Policy (PDF) [http://it.mst.edu/media/informationtechnology/it/documents/BlackboardPolicy.pdf](http://it.mst.edu/media/informationtechnology/it/documents/BlackboardPolicy.pdf)

- Computer Account Policy [http://it.mst.edu/policies/account-basics/computer-account-policy/](http://it.mst.edu/policies/account-basics/computer-account-policy/)

- Email Policy [http://it.mst.edu/policies/email/email-policy/](http://it.mst.edu/policies/email/email-policy/)


**WIRELESS ACCESS**

**WARNING:**

- Do NOT take online exams with a wireless connection.

  Go to a CLC or connect your device with an Ethernet cable. When you take an exam over a wireless connection, there is a VERY real risk that you will lose Internet connectivity. This can cause major problems when taking an exam that has “Forced Completion” turned on. In such cases, if you lose connectivity, you will NOT be able to complete the test and will require intervention from IT, your instructor, or both to complete the exam.

- Do NOT take online exams with a smartphone or other mobile device such as an iPad.

  Exams in Blackboard are NOT designed to be taken while using a smartphone or other mobile device (such as an iPad).