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Performance Support Tool	Performance Problem Assessed	Description
Checklists -Ashlee Chance	Many of the students were experiencing difficulties finding their assignments and resubmitting, if necessary. The learners need a step-by-step list on how to complete them.	Assignments can be found in both the gradebook and a module. Due to this, there is a checklist for each way a person can find and resubmit their assignments. The checklists will allow the students to follow the necessary steps in order to successfully resubmit their assignment. This tool would be introduced in the beginning of the course and referenced frequently.
Contact Decision Tree - Ashlee Chance and Amber Burtless	Many students were unsure of who to reach out to for Blackboard Ultra's functionality, their online courses, and the Learning Design and Technology Program. The learners need a resource to use that has information on who to contact and how to contact them.	There is a decision tree for students to determine who they should reach out to for help. This resource has examples of some issues the students may run across. Then, it connects them to a person or group to contact, and it states how to contact them. This tool could be referenced anytime throughout the course.
Infographic -Amber Burtless	Many students were generally unsure about Blackboard. The learners need more tools on how to be a successful online student.	There is an infographic providing information to students about how to be successful in an online discussion board. It lays out things to include in an

		initial post as well as how to respond to other students. It stresses the importance of being an active participant and not waiting until the end of the week to respond and participate. This would be used in the beginning of a course to set expectations. It can be referred back to at any time in the course.
FAQ -Irielle Davis	Many students shared common questions/concerns about Blackboard Ultra. Students need a resource they can quickly refer to that will specifically answer their question.	The frequently asked questions handout provides answers to the most common questions/concerns that were present in survey data and relevant from our own experience. It's a simple resource students can refer to to help get acquainted with Blackboard Ultra. The FAQ would be referenced during the beginning of a course however, students can refer back to the FAQ anytime during a course when seeking guidance.
Quick Reference Guide -Zion Smith	Many students were unable to navigate within Blackboard Ultra and find items necessary for their course(s). Students need a resource they can reference with common tasks in Blackboard Ultra.	The quick reference guide is a resource for students to quickly look up how to perform tasks in Blackboard Ultra. The reference guide includes tasks such as how to download and use authenticate, where to go for help, and how to navigate Blackboard Ultra. The Quick Reference Guide would be introduced at the beginning of the course and/or program but

		should be saved for reference from time to time while using Blackboard Ultra.
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