

Reconciling Banner and Blackboard Rosters

Faculty need to reconcile their Banner and Blackboard (Bb) course rosters at the beginning of each semester. This handout describes the procedure.

Users Tool

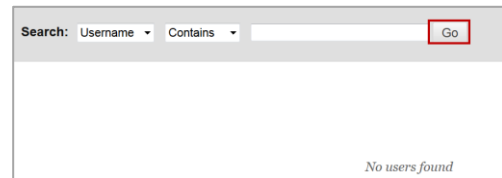
1. Log into your course(s) and scroll down to the **Users and Groups** section located in the near the bottom of the Course Menu on the left side of the screen.
Select **Users**.



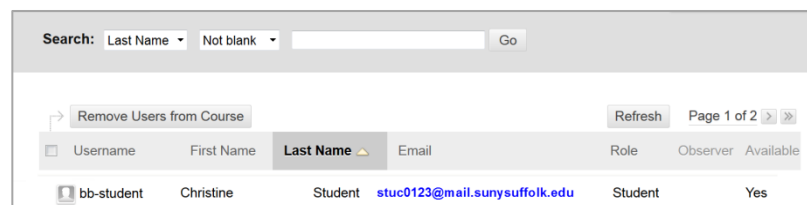
2. Your class roster is displayed.

Troubleshooting viewing the class roster:

If the **No Users Found** message is displayed, select **Go** to display the roster.



If only part of the roster is displayed you should scroll down the page and select **Show All**.



There are two frequent causes for the lists to be out of sync.

1. There might be a delay sending student record(s) from Banner to Bb. You should wait about a day and check again, to see if the problem has been resolved. .
2. A student who is new to SCCC might not have logged into MySCCC. You need to contact the student Banner roster to find out if this is the situation. The student will need to create a MySCCC account. You can find the student contact in the Banner list.

If neither of the above steps resolves the issue, you will need to contact the Office of Instructional Technology, at: 451-4656, for assistance.

You should also contact students whose names appear on you BB roster without an email address. They need to activate their mail.suny.edu account, so that they can receive your course emails.

