

Syllabus

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Course Description

MET CS 625 Business Data Communication

Computer networks dominate today's information technologies and are essential for a business to compete in the global marketplace. This course is intended to provide you with knowledge and understanding of basic concepts of data communication in business environments as well as of computer networks and protocols. The material will be presented in the context of the Internet reference model, with particular focus on the network, transport, and application layers. Frequently used protocols are presented, which illustrate concepts and provide insight into practical networks. Examples include widely used network protocols, such as the TCP/IP suite. Those who have completed the course will have the basic knowledge of computer networks and data communications.

Course Overview

This course begins with a brief history of communications, information systems, and the Internet in order to help the student understand the evolution of different network models and current standards. Application architectures, and their relevance to specific network-based applications—such as the Web, email, ftp, telnet, and IM—are presented. The Physical Layer is presented in the form of basic data communications concepts over both wired and wireless transmission media. Data Link layer responsibilities including media access, error control, data link protocols, and transmission efficiency are covered. The basic functions of the Network and Transport layers are explained in context of design issues, addressing, routing, and internetworking. The TCP/IP suite of protocols is used for an in-depth example. LANs are covered in detail including components, Ethernet, design, and performance. Wireless networks including Wi-Fi, WiMAX, Bluetooth, and best practices in WLAN design are then presented. Networks are covered in depth in order to address the needs of an enterprise backbone, including components, architectures, virtual LANs, technologies, and best practices in design. Moving from the local area networking environment, metropolitan and wide area networking technologies are covered. The course then concludes with significant coverage of network security, network design, and network management.

Course Objectives

The course will enable you to:

- Understand the role of network layering, the Internet Layer Model, and current standards
- Understand the major application architectures and applications that follow them
- Be familiar with the different types of network circuits and media, as well as understand how analog/digital data is transmitted with analog/digital signals
- Understand how communication is done reliably
- Understand how messages are moved from end to end via routers
- Understand LAN and WLAN technologies and be able to design a LAN and a WLAN
- Understand enterprise LAN technologies, including backbones, ATM, gigabit Ethernet
- Understand circuit switched, dedicated circuit, and packet switched services
- Understand the overall design of the Internet and access technologies

- Understand network security, design, and management issues

Learning Outcomes

By successfully completing this course you will be able to:

- Use and understand networking terminology
- Be able to design a small network
- Choose a networking technology suitable to solve a business problem
- Successfully communicate with networking professionals
- Apply basic network and security management techniques
- Understand and evaluate new networking technologies
- Be able to advance your knowledge of networking by taking additional courses or self study

Weekly Structure

This course is presented as a series of weekly modules. The course material is grouped in six modules. The seventh module represents the week of the Final Examination. Each of the first six weekly modules contains two lectures, with the exception of the first module, which covers three lectures. Each lecture corresponds to one chapter in the textbook *Business Data Communications and Networking* by Fitzgerald and Dennis.

- **Readings**—Each week there are two required readings: 1) online lecture notes and 2) selected chapters from the textbook.
- **Assignments**—In this course there are five weekly assignments for modules 1–5.
- **Discussions**—There are five graded weekly discussion forums that involve posting and reviewing aspects of the course Term Project. Each posting should be completed during the week when the material is covered. In addition to the graded discussion forums, there are also topical discussions forums that are not graded, for you to use to discuss specific topics with your classmates. Please see the discussion module on the home page for more details.
- **Quizzes**—There are six weekly quizzes in this course, one for each of the modules. The quizzes are graded, and composed of multiple-choice questions covering the material from the specific weekly module. Please review the [quiz instructions](#) for more details.
- **Term Project**—Please review the description of [Term Project](#) for more details.

Module Overview

Module 1—Introduction to Data Communications, Application Layer, Physical Layer

- Lecture 1—History, data communication networks, network models, network standards, and future trends
- Lecture 2—Application architectures, World Wide Web, email, other applications
- Lecture 3—Circuits, communications media, digital transmission of digital data, analog transmission of digital data, digital transmission of analog data

Module 2—Data Link Layer, Network and Transport Layer

- Lecture 4—Media access control, error control, data link protocols, transmission efficiency
- Lecture 5—Transport and network layer protocols, transport layer functions, addressing, routing, TCP/IP example

Module 3—Local area networks (LAN), wireless local area networks (WLAN)

- Lecture 6—LAN components, traditional Ethernet, switched Ethernet, best practice in LAN design, improving LAN performance

- Lecture 7—WLAN components, Wi-Fi, WiMAX, Bluetooth, best practice WLAN design, improving WLAN performance

Module 4—Backbone Networks, and Metropolitan (MAN) and Wide Area (WAN) Networks

- Lecture 8—Backbone network components, backbone network architectures, backbone technologies, best practice in backbone design, improving backbone performance
- Lecture 9—Circuit switched networks, dedicated circuit networks, packet switched networks, virtual private networks

Module 5—The Internet and Network Security

- Lecture 10—How the Internet works, Internet access technologies, Internet governance, Internet 2
- Lecture 11—Introduction, risk assessment, business continuity planning, intrusion prevention

Module 6—Network Design and Network Management

- Lecture 12—Needs analysis, technology design, cost assessment, designing for network performance
- Lecture 13—Organizing the network management function, configuration management, performance and fault management, end user support, cost management

Module 7—Final Exam

- Instructions and information for the final exam are on the home page.

Course Materials and Resources

Required Course Materials



Fitzgerald, J., & Dennis, A. (2011). *Business data communications and networking* (11th ed.). Hoboken, NJ: John Wiley & Sons.

This textbook can be purchased from [Barnes and Noble at Boston University](#).

Boston University Library Link

As Boston University students you have full access to the BU Library—even if you do not live in Boston. From any computer, you can gain access to anything at the library that is electronically formatted. To connect to the library use the link <http://www.bu.edu/library>. You may use the library's content whether you are connected through your online course or not, by confirming your status as a BU community member using your Kerberos password.

Once in the library system, you can use the links under “Resources” and “Collections” to find databases, eJournals, and eBooks, as well as search the library by subject. Some other useful links include:

Go to <http://www.bu.edu/library/research/collections> to access eBooks and eJournals directly.

If you have questions about library resources, go to <http://www.bu.edu/library/help/ask-a-librarian> to email

the library or use the live chat feature.

To locate course eReserves, go to <http://www.bu.edu/library/services/reserves>.

Please note that you are not to post attachments of the required or other readings in the water cooler or other areas of the course, as it is an infringement on copyright laws and department policy. All students have access to the library system and will need to develop research skills that include how to find articles through library systems and databases.

Study Guide

The following material is collected here for your convenience, but the required readings, discussion details, and assignment particulars can be found within the modules: in the "Discussion" section of the course, and in the "Assignment" sections.

The general deadlines for each module in this class

- Discussions and Assignments are all due no later than 11:59 PM on each assigned day following the completion of the module.
- Quizzes are due 11:59 PM on each assigned day in the study guide and calendar following the completion of the weekly module.
- Due to the availability of the posted material within the course, no late Discussions, Assessments, or Assignments will be accepted without accepting prior approval from the instructor. If you know that you will miss a deadline, please contact your instructor immediately.
- There will be no makeup assessments or assignments in this course.

(See Course Calendar dates)

Module 1 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 1 - Introduction to Networking; Chapter 2 - Application Layer;
Chapter 3 - Physical Layer

Discussions: Module 1 discussion postings
Module 1 feedback postings

Assignments: Assignment 1 due

Assessments: Quiz 1 due

Term Project: Term Project Deliverable 1 due

(See Course Calendar for due dates)

Module 2 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 4 - Data Link Layer; Chapter 5 - Network and Transport Layers

Discussions:

Module 2 discussion postings end
Module 2 feedback postings end

Assignments: Assignment 2 due

Assessments: Quiz 2 due

Term Project: Term Project Deliverable 2
(See Course Calendar for due dates)

Module 3 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 6 - Wired and Wireless Local Area Networks

Discussions:

Module 3 discussions postings end
Module 3 feedback postings end

Assignments: Assignment 3 due

Assessments: Quiz 3 due

Term Project: Term Project Deliverable 3
(See Course Calendar for dates)

Module 4 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 7 - Backbone Networks; Chapter 8 - Wide Area Networks

Discussions:

Module 4 discussions postings end
Module 4 feedback postings end

Assignments: Assignment 4 due

Assessments: Quiz 4 due

Term Project: Term Project Deliverable 4 due
(See Course Calendar for due dates)

Module 5 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 9 - The Internet; Chapter 10 - Network Security

Discussions:

Module 5 discussions postings end
Module 5 feedback postings end

Assignments: Assignment 5 due

Assessments: Quiz 5 due

Term Project: Term Project Deliverable 5 due
(See Course Calendar for dates)

Module 6 Study Guide and Deliverables

Readings: Online lecture material plus the following chapters from the textbook:
Chapter 11 - Network Design; Chapter 12 - Network Management

Discussions: Module 6 discussions postings end
Module 2 feedback postings end

Assessments: Quiz 6 due

Term Project: Term Project due
(See Course Calendar for dates)

Final Exam Details

The Final Exam in this course, delivered in class by your instructor, will be **TBD**

The final exam is a three-hour closed-book comprehensive exam covering the material from the entire course. Students can access it from either the Assessments section of the course or from the Final Exam module on the home page.

During the final exam, students are required to work independently without using any additional notes or material. Final is a closed-book exam so accessing online material, lecture notes, emails, discussion boards, chat features or any other online material during the exam is not permitted, and some features of the online course may be disabled.

Please note that student activity during the final exam is monitored and recorded in log files. Accessing any online or other material during the final exam is a major violation of the course policy and can result in serious academic disciplinary actions.

Course Grading Structure

Course Structure

It is important for each student to participate on a regular basis and complete all aspects of this course. This course is designed to include a major portion of learning by interacting (asynchronously) with the other students in the class, and the grade is therefore dependent on this activity.

Grading Distribution

Discussions	10%
Quizzes	20%
Assignments	20%
Term Project	25%
Final Examination	25%

The precise numeric grade range which corresponds to each letter grade depends on many factors, including the comparative difficulty of the material and the general performance of students on similar material in this and previous courses. Final grades will be based on the relative weighted scores, and no predetermined numeric grading table will be used.

Deadlines

Because of the fast pace of this course, strict following of assessment and assignment deadlines is crucial. No work will be accepted after the deadlines. In case of an emergency, students are required to contact their facilitators BEFORE the deadline and discuss their situation. In the case of serious or emergency situations, or if, for any reason, you are unable to meet any assignment deadline, contact your Course Facilitator.

Quiz Instructions

You will have access to the quiz at the beginning of the module. However you should not access the quiz until you have completed all learning activities for the module and are prepared to meet the objectives for that module. Please access your Quizzes by clicking on the Assessments tab in the left hand navigation.

Quiz Details

- You will have **75 minutes** to complete the quiz. If you should exit the quiz and re-enter at a later time the clock is still running during the time you had left the quiz.
- Each quiz has 20 choose-multiple and multiple-choice questions.
- There is a 21st question (worth 0 points) where you may optionally provide comments. These comments will be reviewed by your facilitator and considered when he/she grades the quiz. This is an opportunity for you to let us know if you feel that a certain question or answer had some ambiguity, or you want to clarify your choice for a certain question.
- Not every student will have the same identical quiz questions. The quiz is generated for each student from a large question pool.
- The order of all questions and answers is randomized.
- The points for each question are shown.
- The quiz questions will display one at a time on your screen.
- You may skip over questions and revisit them in any order.

Also note:

- You can take each quiz only once.
- You will be able to continue to save answers to questions after the time has expired, but any late answers will be time stamped and marked as late. This will allow us to grade your quiz fairly in the event that technical difficulties occur while you take your quiz.
- Click only the radio button/check box to choose an answer. Clicking in white space around the question choice can sometimes select that choice.

Submitting Late Penalty

As stated above, you have **75 minutes to submit the quiz to receive full credit**. If your submission occurs after 75 minutes of taking the quiz, then the maximum score you may receive for the quiz is 60 out of 100. This is a 40 percent penalty, so please keep track of your time.

Once in a great while a student runs into a technical issue, such as an internet connectivity problem. If this occurs to you, as soon as you regain access to your quiz, please complete it giving yourself only 75 minutes of total working time, subtracting out any lost time due to the technical issue. Though the quiz timer still

runs during technical issues, it will not prevent you from completing the quiz. Please email your facilitator immediately explaining the issue, and we will verify your story with the logs provided within Blackboard, which show us exactly which question was accessed and the time spent on each question. Stories that cannot be corroborated with the Blackboard logs will not be accepted.

Saving Answers

- To answer a multiple choice question, select the appropriate choice from the list below the question.
- When you have completed your response, click "Save Answer" at the top of the question.
- As you proceed through the exam, you can go back and edit previous responses that you saved.
- A timer is displayed above the questions tracking the remaining time available.
- You will see question number buttons above questions. You will need to click on "Question Completion Status" to see the question numbers. You can use these buttons to navigate from question to question at any time.
- When you have completed all answers, go to the last question of the exam and click the "Save and Submit" button.

If a technical issue of any kind arises during the quiz requiring you to go beyond the time limit, complete the quiz answering the remaining questions and then contact your facilitator or instructor immediately.

Other Questions

If you have any questions about the quiz please feel free to contact your instructor.

Technical Support

If you experience technical issues with your quiz, sometimes you will be able to continue simply by connecting to Blackboard using a different web browser, and then continuing the quiz. This is because your web browser may be in a problematic state. You can use one of Internet Explorer, Firefox, Google Chrome, Safari, or Opera. This is an easy workaround for many quiz issues.

Assistance with course-related technical problems is provided by EliveService Team. To ensure the fastest possible response, please contact using the link below.

EliveService Team Support

Email elivesvc@bu.edu Please use "BB Learn Question" in the subject line

Academic Conduct Policy

For the full text of the academic conduct code, please go to <http://www.bu.edu/met/for-students/met-policies-procedures-resources/academic-conduct-code/>.

A Definition of Plagiarism

"The academic counterpart of the bank embezzler and of the manufacturer who mislabels products is the plagiarist: the student or scholar who leads readers to believe that what they are reading is the original work of the writer when it is not. If it could be assumed that the distinction between plagiarism and honest use of sources is perfectly clear in everyone's mind, there would be no need for the explanation that follows; merely the warning with which this definition concludes would be enough. But it is apparent that sometimes people of goodwill draw the suspicion of guilt upon themselves (and, indeed, are guilty) simply because they are not

aware of the illegitimacy of certain kinds of "borrowing" and of the procedures for correct identification of materials other than those gained through independent research and reflection."

"The spectrum is a wide one. At one end there is a word-for-word copying of another's writing without enclosing the copied passage in quotation marks and identifying it in a footnote, both of which are necessary. (This includes, of course, the copying of all or any part of another student's paper.) It hardly seems possible that anyone of college age or more could do that without clear intent to deceive. At the other end there is the almost casual slipping in of a particularly apt term which one has come across in reading and which so aptly expresses one's opinion that one is tempted to make it personal property."

"Between these poles there are degrees and degrees, but they may be roughly placed in two groups. Close to outright and blatant deceit-but more the result, perhaps, of laziness than of bad intent-is the patching together of random jottings made in the course of reading, generally without careful identification of their source, and then woven into the text, so that the result is a mosaic of other people's ideas and words, the writer's sole contribution being the cement to hold the pieces together. Indicative of more effort and, for that reason, somewhat closer to honest, though still dishonest, is the paraphrase, and abbreviated (and often skillfully prepared) restatement of someone else's analysis or conclusion, without acknowledgment that another person's text has been the basis for the recapitulation."

The paragraphs above are from H. Martin and R. Ohmann, *The Logic and Rhetoric of Exposition, Revised Edition*. Copyright 1963, Holt, Rinehart and Winston.

Academic Conduct Code

I. Philosophy of Discipline

The objective of Boston University in enforcing academic rules is to promote a community atmosphere in which learning can best take place. Such an atmosphere can be maintained only so long as every student believes that his or her academic competence is being judged fairly and that he or she will not be put at a disadvantage because of someone else's dishonesty. Penalties should be carefully determined so as to be no more and no less than required to maintain the desired atmosphere. In defining violations of this code, the intent is to protect the integrity of the educational process.

II. Academic Misconduct

Academic misconduct is conduct by which a student misrepresents his or her academic accomplishments, or impedes other students' opportunities of being judged fairly for their academic work. Knowingly allowing others to represent your work as their own is as serious an offense as submitting another's work as your own.

III. Violations of this Code

Violations of this code comprise attempts to be dishonest or deceptive in the performance of academic work in or out of the classroom, alterations of academic records, alterations of official data on paper or electronic resumes, or unauthorized collaboration with another student or students. Violations include, but are not limited to:

- A. **Cheating on examination.** Any attempt by a student to alter his or her performance on an examination in violation of that examination's stated or commonly understood ground rules.
- B. **Plagiarism.** Representing the work of another as one's own. Plagiarism includes but is not limited to the following: copying the answers of another student on an examination, copying or restating the work or ideas of another person or persons in any oral or written work (printed or electronic) without citing the appropriate source, and collaborating with someone else in an academic endeavor without acknowledging his or her contribution. Plagiarism can consist of acts

of commission-appropriating the words or ideas of another-or omission failing to acknowledge/document/credit the source or creator of words or ideas (see below for a detailed definition of plagiarism). It also includes colluding with someone else in an academic endeavor without acknowledging his or her contribution, using audio or video footage that comes from another source (including work done by another student) without permission and acknowledgement of that source.

- C. **Misrepresentation or falsification of data** presented for surveys, experiments, reports, etc., which includes but is not limited to: citing authors that do not exist; citing interviews that never took place, or field work that was not completed.
- D. **Theft of an examination.** Stealing or otherwise discovering and/or making known to others the contents of an examination that has not yet been administered.
- E. **Unauthorized communication during examinations.** Any unauthorized communication may be considered prima facie evidence of cheating.
- F. **Knowingly allowing another student to represent your work as his or her own.** This includes providing a copy of your paper or laboratory report to another student without the explicit permission of the instructor(s).
- G. **Forgery, alteration, or knowing misuse of graded examinations, quizzes, grade lists, or official records of documents,** including but not limited to transcripts from any institution, letters of recommendation, degree certificates, examinations, quizzes, or other work after submission.
- H. **Theft or destruction of examinations or papers** after submission.
- I. **Submitting the same work in more than one course** without the consent of instructors.
- J. **Altering or destroying another student's work or records,** altering records of any kind, removing materials from libraries or offices without consent, or in any way interfering with the work of others so as to impede their academic performance.
- K. **Violation of the rules governing teamwork.** Unless the instructor of a course otherwise specifically provides instructions to the contrary, the following rules apply to teamwork: 1. No team member shall intentionally restrict or inhibit another team member's access to team meetings, team work-in-progress, or other team activities without the express authorization of the instructor. 2. All team members shall be held responsible for the content of all teamwork submitted for evaluation as if each team member had individually submitted the entire work product of their team as their own work.
- L. **Failure to sit in a specifically assigned seat during examinations.**
- M. **Conduct in a professional field assignment that violates the policies and regulations of the host school or agency.**
- N. **Conduct in violation of public law occurring outside the University that directly affects the academic and professional status of the student, after civil authorities have imposed sanctions.**
- O. **Attempting improperly to influence the award of any credit, grade, or honor.**
- P. **Intentionally making false statements to the Academic Conduct Committee or intentionally presenting false information to the Committee.**
- Q. **Failure to comply with the sanctions imposed under the authority of this code.**



Not Found

Content

The specified resource was not found, or you do not have permission to access it.

Thursday, August 21, 2014 1:25:12 PM EDT

[OK](#)

Disability Services

Boston University makes every effort to accommodate the unique needs of its students. In keeping with university policy, students are expected to contact the Office of Disability Services (ODS) (www.bu.edu/disability/) each time they register for a course to request accommodations for that course. ODS then provides a letter to the Office of Distance Education which is in turn shared with the respective instructor and facilitator for the upcoming class.

Any student who feels he or she may need an accommodation for a documented disability should contact the Office for Disability Services at (617) 353-3658 or at access@bu.edu for review and approval of accommodation requests.

Netiquette



The Office of Distance Education has produced a netiquette guide to help you understand the potential impact of your communication style.

Before posting to any discussion forum, sending email, or participating in any course or public area, please consider the following:

Before WRITING or READING a post, ask yourself:

- **How would I say this in a face-to-face classroom or if writing for a newspaper, public blog, or wiki?**
- **How would I feel if I were the reader?**
- **How might my comment impact others?**
- **Am I being respectful?**
- **Is this the appropriate area or forum to post what I have to say?**

When you are WRITING, please follow these rules:

- **Stay polite and positive in your communications.** You can and should disagree and participate in discussions with vigor; however, when able, be constructive with your comments.
- **Proofread your comments before you post them.** Remember that your comments are permanent.

Pay attention to your tone. Without the benefit of facial expressions and body language your intended tone or the meaning of the message can be misconstrued.

- **Be thoughtful and remember that classmates' experience levels may vary.** You may want to include background information that is not obvious to all readers.
- **Stay on message.** When adding to existing messages, try to maintain the theme of the comments previously posted. If you want to change the topic, simply start another thread rather than disrupt the current conversation.
- **When appropriate, cite sources.** When referencing the work or opinions of others, make sure to use correct citations.

When you are **READING** your peers' communication, consider:

- **Respect people's privacy.** Don't assume that information shared with you is public; your peers may not want personal information shared. Please check with them before sharing their information.
- **Be forgiving of other students' and instructors' mistakes.** There are many reasons for typos and misinterpretations. Be gracious and forgive others' mistakes or privately point them out politely.
- **If a comment upsets or offends you, re-read it and/or take some time before responding.**

Important Note: Don't hesitate to let your instructor or student services coordinator know if you feel others are inappropriately commenting in any forum.

All Boston University students are required to follow academic and behavioral conduct codes. Failure to comply with these conduct codes may result in disciplinary action.

Technical Support

Assistance with Online Campus-related technical problems is provided by the IT Help Center. To ensure the fastest possible response, please fill out the online form using the link below.

IT Help Center Support

Web <http://www.bu.edu/help/tech/learn>

Phone 888-243-4596 or local 617-353-4357

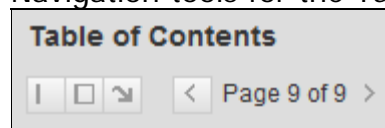
Important Information

For best results when navigating this course, it is recommended that you use the Mozilla Firefox browser.

The Table of Contents may contain folders. These folders open and close (+ and - signs) and may conceal some pages. To avoid missing content pages, you are advised to use the next/previous page buttons (and icons) in the top right-corner of the learning content.

Please also familiarize yourself with the navigation tools, as shown below; these allow you to show and hide both the Course Menu and the Table of Contents on the left. This will be helpful for freeing up screen space when moving through the weekly lecture materials.

Navigation tools for the Table of Contents are shown in the image below:



Clicking on the space between the Course Menu and the Table of Contents allows you to show or hide the Course Menu on the left:



Boston University technical support via email (ithelp@bu.edu), the support form (<http://www.bu.edu/help/tech/learn>), and phone (888-243-4596) is available from 8 AM to Midnight Eastern Time. For other times, you may still submit a support request via email, phone or the support form, but your question won't receive a response until the following day. If you aren't calling, it is highly recommended that you submit your support request via the technical support form at <http://www.bu.edu/help/tech/learn> as this provides the IS&T Help Center with the best information in order to resolve your issue as quickly as possible.

Examples of issues you might want to request support for include:

- Problems viewing or listening to sound or video files
- Problems accessing internal messages
- Problems viewing or posting comments
- Problems attaching or uploading files for assignments or discussions
- Problems accessing or submitting an assessment

Web Resources/Browser Plug-Ins

To view certain media elements in this course you will need to have several browser plug-in applications installed on your computer. See the Course Resources page in the syllabus of each individual course for other specific software requirements.

- Check your computer's compatibility by reviewing Blackboard's [System Requirements](#)
- Check your browser settings with Blackboard's [Connection Test](#)
- Download Most Recent Version of [Adobe Flash Player](#)
- Download Most Recent Version of [Adobe Acrobat Reader](#)

How to Clear your Browser Cache

The IT Help Center recommends that you periodically clear your browser cache to ensure that you are viewing the most current content, particularly after course or system updates. This page will guide you through clearing your cache, with instructions tailored to specific operating systems and browsers: <http://www.bu.edu/tech/web/course-sites/blackboard-learn/how-to/clear-your-browser-cache/>.

This page is also found within the "How To..." section of the online documentation, which contains a list of some of the most common tasks in Blackboard Learn: <http://www.bu.edu/tech/web/course-sites/blackboard-learn/how-to/>.