

From: CSI Technologyservices <Technologyservices@csi.cuny.edu>
Sent: Tuesday, February 25, 2025 3:53 PM
To: CSI-FacultyStaffBroadcast <FacultyStaffBroadcast@csi.cuny.edu>
Subject: Brightspace Communication - Lessons Learned



Dear Colleagues,

The spring semester is in full swing, and so is Brightspace! We overcame a few challenges and wanted to share what we learned as we became more acquainted with the new LMS.

Communication

- **Challenges**
 - Messages sent from Brightspace are sent to the student's firstname.lastname##@login.cuny.edu account. Students need to confirm that the primary/preferred email address in CUNYfirst is their CSI email address. If an alternate email address is being used, they will not receive the communication sent to them.
 - If students or faculty are either taking courses or teaching at another CUNY school, the primary email address will be the one Brightspace sees when sending communication. Unfortunately, this cannot be overridden. Faculty and students will need to check their email at this location.
- **Solution:** CUNY is working towards removing the preferred email option in CUNYfirst, which will address the above challenges. We do not have a timeline for when this will occur.

Zoom Logins

- **Challenges:** The login is affiliated with one's primary institution (CUNYlogin). Faculty teaching at multiple campuses can only have one primary institution in CUNYfirst. As a result, the Zoom synchronization within Brightspace will only occur for the primary institution.

- **Solution:** As a workaround, faculty can create all their meetings within the Zoom application and post the link within Brightspace without requiring authentication.

Course Merges

- **Challenges:** This can only be done via the Brightspace Administrator. CUNY placed a modification request with Brightspace to allow for faculty to handle this themselves in the future. For now, if you need assistance, please contact LMSsupport@csi.cuny.edu
- **Solution:** CUNY has made a modification request with Brightspace to allow faculty to merge their courses. For now, if you need assistance, please contact CTLPD; the Brightspace administrators can merge classes.

Training

- Students requiring Brightspace assistance can visit the [Virtual Open Computer lab](#) where they will receive one-on-one support.
- Reserve a One-on-One session with our LMS support staff:
<https://outlook.office365.com/owa/calendar/Schedulea25minInPersonBrightspacesession@CUNY907.onmicrosoft.com/bookings/>
- Come to our [Drop-In sessions](#) at CSI and get quick answers to your questions.
- [Ask Me Anything](#) (drop in sessions by CUNY) are available on the following dates/times: **Feb 25, 11am - 12pm | Feb 27, 1pm - 2pm | Mar 4, 11am - 12pm | Mar 4, 5pm - 6pm | Mar 5, 12pm - 1pm** using this link:
<https://us02web.zoom.us/meeting/register/tZlucuCvrzltHtCM2xXjlKVMVXBIC6kJPLqu#/registration>
- Learn from our the list of [Frequently Asked Questions](#) and [3-min video tutorials](#)

On the Horizon

CUNY has informed the campuses that D2L has offered to return for another meeting with campus teams and LMS admins. Please let us know if you have any suggestions or concerns which you would like us to share with the D2L team.

As always, we appreciate your patience!

Brightspace Transition Team