Fall 2018: Known Issue with Announcements and Emails in HuskyCT

The HuskyCT Group has learned of a change related to announcements and emails. Normally, when an instructor posts a message using the Announcements tool, a corresponding email goes out to all student users in the course. If the box for “Send a copy of this announcement immediately” is checked, the email goes out right away. Otherwise, it is queued for a slightly later release. If the instructor used date restriction settings for the announcement, the email is released according to those dates. Previously, and regardless of what settings were used, the email would be comprised of the full announcement, including text and any images.

However, Blackboard recently changed how announcement emails go out, and this has resulted in two different possible emails. If the “Send a copy of this announcement immediately” box is checked, the full announcement still goes out, just as before. If that box is not checked, students only get an email notifying them of a new announcement, but not the full announcement itself. Unfortunately, some Windows PC users on the latest version of Outlook will find the link in the notification email does not actually direct students into HuskyCT to view the announcement. This does not occur for Mac users or on the web version of Outlook.
We fully understand that this may cause an issue for instructors who do not choose to check the “send immediately” option. Our recommendation is to **always check that box when posting announcements in courses:**

As long as that box is checked, students will receive the full announcement as an email. We are working with Blackboard to resolve the empty link issue, but the fix may not be in place before the beginning of the Fall 2018 semester.

**Still need help?**

For further information or assistance with HuskyCT, please contact the Educational Technology Office at edtech@uconn.edu or 860-486-5052.