Collapsing Course Menu

Issue
When entering a Blackboard course or clicking on any Course Menu item, the Course Menu collapses and is not visible to users.

Steps to Replicate (Instructor or Student):
1. Log into Blackboard
2. Enter any Course

Expected Behavior:
The Course Menu is displayed on the left side of the screen.

Observed Behavior:
The Course Menu collapses and is not visible to users.
Note: To display the course menu, you have to click the pull out tab when entering a course and every single time you click a Course Menu item.

Resolution
Change the screen resolution from 1024 x 768 to 1152 x 864.
Note: The correct resolution will vary depending on the computer you are using.

This is a known issue. The fix for this issue is in release 2017 Q4.

Need more help? Contact the ITS Service Desk.