

Blackboard®

# Session 3: SaaS Planning Workshop

## *Change Management*

2019



# Today

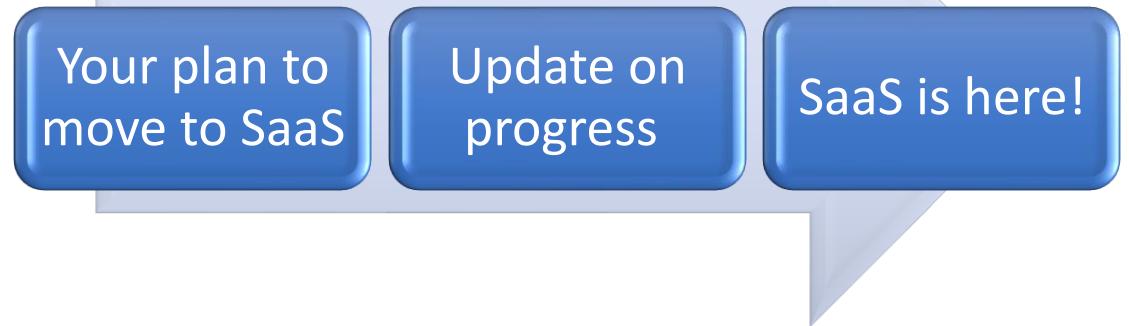
1. Campus Communications
2. Resources to prepare users
3. Q&A
4. Next Steps

# Campus Communications

# Communication Plan



# Communication Plan



## 1. Promote the benefits of SaaS

# Benefits of SaaS for Educators & Students

## Enhanced quality

Fixes and maintenance more quickly



## Rapid innovation

Enhancements and features more quickly



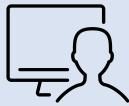
## Always up-to-date

Always on the latest version



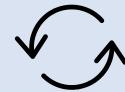
## Easier change management

Smaller updates that are easier to consume



## Improved experience

Zero downtime updates



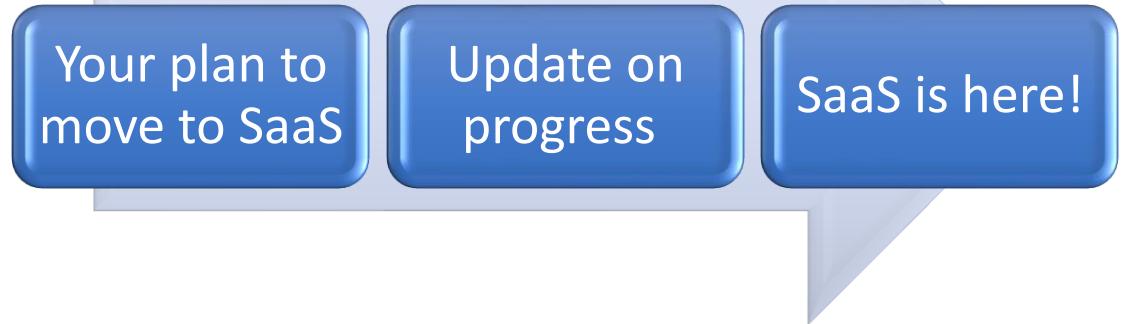
## Modern, Intuitive Interface (optional)

Enable Ultra at your own pace



\*With SaaS deployment, the vast majority of updates are applied without service interruption. In the event that an update may require a service interruption, this will be communicated in advance.

# Communication Plan



- 1. Promote the benefits of SaaS**
- 2. Generate excitement around what's coming**
  - New features & enhancements if moving to a new release
  - New look & feel of the Learn 2016 theme, if not already enabled
  - New Ultra Base Navigation if moving to the Ultra experience

# Resources that cover what's new: No need to start from scratch

## Communication Toolkits for the Q2 & Q4 Learn Original Releases

- What's New Flyers
- Feature Guides
- Videos

### Blackboard

The latest releases for the Original experience of Blackboard Learn include many new features and enhancements that:



Save time by improving the efficiency and ease of use of completing your daily tasks



Ensure your courses are accessible to all and mobile friendly



Simplify and enhance the assessment and grading capabilities

### Check out what's new for Blackboard Learn

**The following new features and enhancements were made available over the past year.**

#### Efficiency & Ease of Use

- **Cloud storage integration** – Save time by uploading or linking to documents directly from your preferred cloud storage solution when creating content or assigning assignments directly from the



- **Course availability status** – Assign your course to students and view the course view.

- **Discussion board "reply"** – The discussion board forums is easier for you to filter that enables you to quickly

#### Assessment & Grading

- **Attendance tracking** – For each class meeting, you can mark whether a student is present, late, absent, or excused. The attendance record for each student appears in a single column next to other grades in the gradebook. On the Attendance page, profile pictures appear so you can easily identify students.

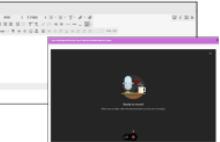


- **Grade center enhancements** – You will now be able to view full titles of Grade Center columns making it easier to distinguish between similarly-titled items. You can also view as many columns as the size of your browser window will allow, and enter Grade Center full-screen mode to make the most of your desktop experience.

- **Additional attempts in anonymous grading** – You can grant additional Assignment attempts to students as needed, while still maintaining the full anonymity of the process.

- **Delete multiple gradebook columns** – You can now delete multiple gradebook columns at once making managing the gradebook even easier.

- **Record feedback for students** – Make your feedback more personalized and engaging by creating an audio or video recording. Simply click on the microphone icon in the Content Editor. Students will access it by clicking the recording icon which immediately launches the streamed content without the need of a browser plug-in.



- **Clear multiple-choice selection** – Students are now able to clear a selection from multiple-choice questions (leaving it blank) when negative points are associated with incorrect answer choices.

- **Improved grading with rubrics** – You can now save feedback and the content will remain saved when changing the rubric view from inline to full screen.

- **Grade display standardization** – To provide greater consistency, all gradebook columns and My Grades now support up to five decimal points, are not rounded, and are consistent for all display types.

[Click Here to View Toolkit](#)

# Highlights of What's New in 2018

## Attendance

Introduction to Sociology

### Attendance

Overall Meeting 

94.44% Average Attendance	15 Students with perfect attendance 71% of the class	15 Students with average or above average attendance 71% of the class	6 Students with below average attendance 29% of the class		
Student	Overall	12/3/17	12/4/17	Yesterday	Today
Chris Casper	83.33 / 100	✓ Present	✓ Present	✓ Present	<a href="#">Mark</a>
Duncan Carroll	83.33 / 100	✓ Present	✓ Present	✗ Absent	<a href="#">Mark</a>
Ashby Cooper	50 / 100	✓ Present	✓ Present	✓ Present	<a href="#">Mark</a>

## Cloud Storage Integration

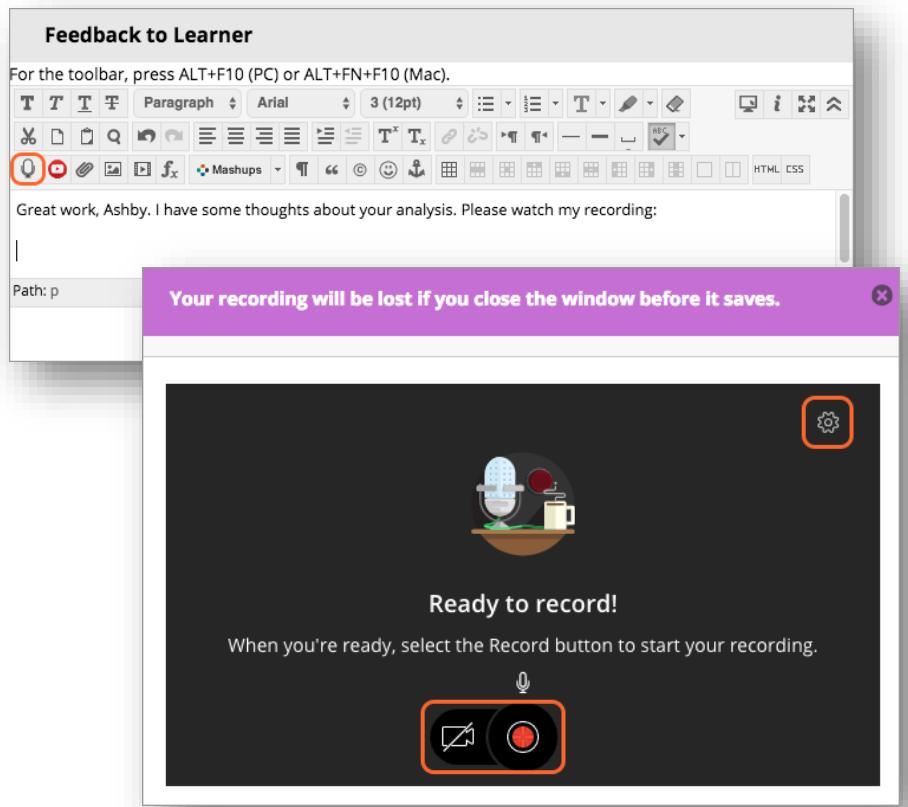
◀ Manage your cloud storage accounts here.

Connected accounts [logout](#)

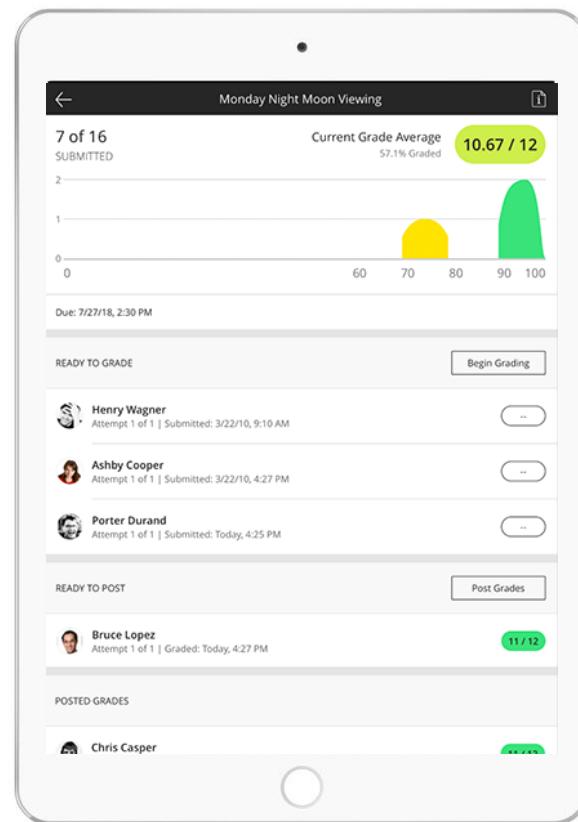
 OneDrive	bblearnpm@outlook.com			
 Google Drive	bblearnpm@gmail.com			
 OneDrive	 OneDrive for Business	 Dropbox	 Box	 Google Drive

# Highlights of What's New in 2018

## Record Audio / Video Feedback



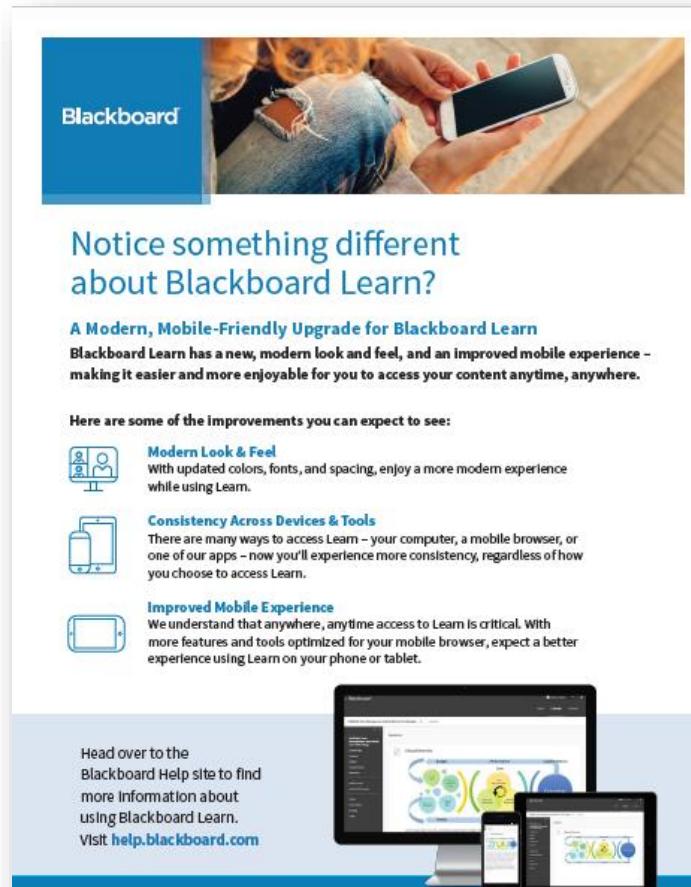
## Grading in Blackboard Instructor



# Resources that cover what's new: No need to start from scratch

## Learn 2016 Theme Communication Toolkit

- What's New Flyer
- Email templates
- Visual assets



Blackboard

Notice something different about Blackboard Learn?

**A Modern, Mobile-Friendly Upgrade for Blackboard Learn**

Blackboard Learn has a new, modern look and feel, and an improved mobile experience - making it easier and more enjoyable for you to access your content anytime, anywhere.

Here are some of the improvements you can expect to see:

**Modern Look & Feel**  
With updated colors, fonts, and spacing, enjoy a more modern experience while using Learn.

**Consistency Across Devices & Tools**  
There are many ways to access Learn - your computer, a mobile browser, or one of our apps - now you'll experience more consistency, regardless of how you choose to access Learn.

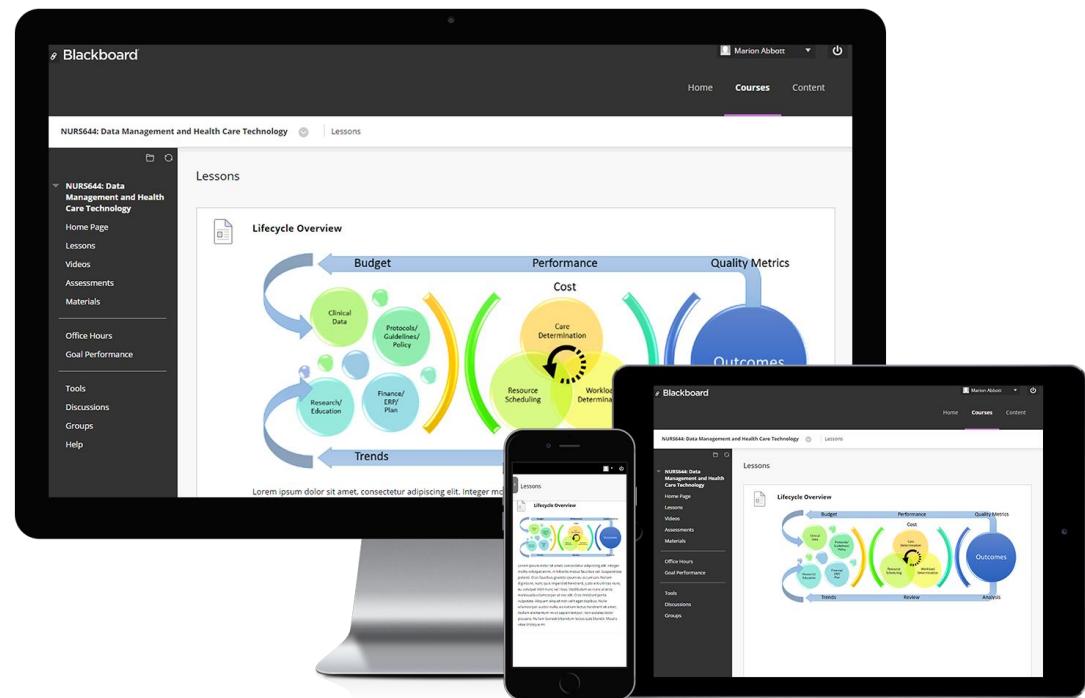
**Improved Mobile Experience**  
We understand that anywhere, anytime access to Learn is critical. With more features and tools optimized for your mobile browser, expect a better experience using Learn on your phone or tablet.

Head over to the Blackboard Help site to find more information about using Blackboard Learn. Visit [help.blackboard.com](http://help.blackboard.com)

[Click Here to View Toolkit](#)

# Learn 2016 Theme for the Original experience

- **Modernizes the look** by incorporating elements from the Ultra design language – **colors, fonts, and spacing**
- **Improves the mobile experience** through greater **responsiveness**
- **Provides greater consistency** between Learn, Collaborate, and the mobile apps



# Resources that cover what's new: No need to start from scratch

## Learn Ultra Communication Toolkit

- What's New Flyers
- Email templates
- Videos
- And more



**The Ultra Base Navigation**  
Everything educators need, just one click away.

Blackboard Learn now delivers the information you need, the way you want it. With the new Ultra Base Navigation, the most critical information from all your courses and organizations is right at your fingertips. With a modern design, timesaving tools, and the ability to take action with one click – the Ultra Base Navigation will help you save time and stay on top of what's important.

 <b>INSTITUTION PAGE:</b> Find important news as well as helpful information and resources	 <b>CALENDAR:</b> View all course, organization, institution, and personal events
 <b>PROFILE:</b> Manage your online persona and modify your notification settings	 <b>MESSAGES:</b> Stay connected by viewing and sending all messages from one place
 <b>ACTIVITY STREAM:</b> See what's new and coming up for all of your courses and organizations	 <b>GRADES:</b> See what needs grading across all your courses and start grading with one click
 <b>COURSES:</b> Quickly navigate to your courses with the ability to search, filter and favorite them	 <b>TOOLS:</b> Access tools that live outside your courses, like portfolios and the Content Collection
 <b>ORGANIZATIONS:</b> Access the organizations that you are a member of or lead	

Learn more about the Ultra Base Navigation at [help.blackboard.com](http://help.blackboard.com)

[Click Here to View Toolkit](#)

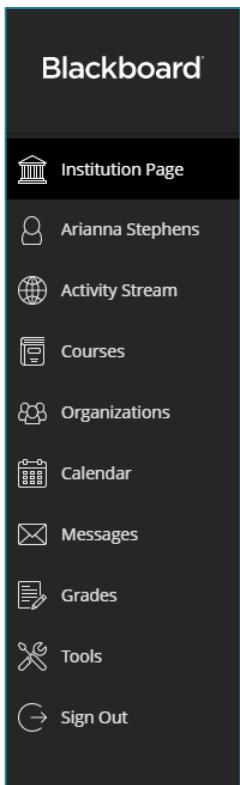
# Option to turn on the Ultra Base Navigation

The diagram illustrates the two navigation options in Blackboard:

- Ultra Base Navigation:** Represented by a dark blue header with a white "Blackboard" logo and a vertical menu on the left. The menu items include Institution Page, Arianna Stephens, Activity Stream, Courses, Organizations, Calendar, Messages, Grades, Tools, and Sign Out.
- All Original Courses (default):** Represented by a blue header with a white "Blackboard" logo and a central content area. A large white circle with a black plus sign is positioned between the two headers.
- Comparison:** A tablet device shows a course page titled "Grade Test: Roman History". The left side of the tablet screen displays the Ultra Base Navigation menu, while the right side shows the course content area. A yellow callout box on the right side of the tablet screen contains the text: "When you turn on the Ultra Base Navigation, your courses do NOT change".

# Flexibility to change at your own pace

*Turn on the Ultra Base Navigation and choose:*



All Original Courses

A screenshot of a mobile device displaying a Grade Test for "Roman History - Exam". The screen shows a navigation menu on the left with links like Home Page, Discussions, Information, Content, Groups, Tools, and Help. The main content area shows "Test Information" and "Question 1: Essay" with a text input field. A sidebar on the right shows "Grade Center - Needs Grading - Grade Test: Roman History - Exam" with a list of assignments and their status.

Dual Course Mode

Two screenshots of mobile devices. The top device shows a Grade Test for "Roman History - Exam" with a navigation menu and a text input field. The bottom device shows a course page for "Biology I" with a navigation menu, a sidebar with "Details & Actions" (Roster, Course is open), and a "Course Content" section with "The Science of Life", "Plant Cells", and "Animal Cells".

All Ultra Courses

A screenshot of a mobile device displaying the "Biology I" course content. The screen shows a navigation menu, a sidebar with "Details & Actions" (Roster, Course is open), and a "Course Content" section with "The Science of Life", "Plant Cells", and "Animal Cells". The sidebar also includes "Class Introductions" and "Course is open" sections.

# Benefits of the Ultra Base Navigation

Provide a more **engaging, efficient, and enjoyable** experience for students and instructors, **without having to change their courses**

- Modern, personalized, intuitive interface
- Responsive on mobile devices
- Consolidated cross-course information
- Quick access to the most critical information
- One click to take action



[Click Here to Listen to Stetson University's Story](#)

# Communication Plan



- 1. Promote the benefits of SaaS**
- 2. Generate excitement around what's coming**
  - New features & enhancements if moving to a new release
  - New look & feel if enabling the Learn 2016 theme
  - New Ultra Base Navigation if moving to the Ultra experience
- 3. Announce the downtime window**

# Campus Communication Channels

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- Landing Page
- Module in Learn
- Social Media
- Email
- Governance, Faculty, and Leadership Meetings
- Town Halls
- Service Desk
- Web
- Workshops
- Digital Signage

# Target Stakeholder Groups

- Educators
- Students
- Provost / Academic Leadership
- CIO / Technology Leadership
- Faculty Leadership
- Teaching & Learning Center / Faculty Development
- Instructional Design
- Auxiliary Services
- Enrollment Leadership

# Staying Informed Once Live on SaaS

- SaaS Release Schedule

[https://help.blackboard.com/Learn/Administrator/SaaS/Release\\_Notes/Learn\\_SaaS\\_Release\\_Schedule#cd\\_schedule](https://help.blackboard.com/Learn/Administrator/SaaS/Release_Notes/Learn_SaaS_Release_Schedule#cd_schedule)

- SaaS Release Notes

[https://help.blackboard.com/Learn/Administrator/SaaS/Release\\_Notes](https://help.blackboard.com/Learn/Administrator/SaaS/Release_Notes)

- SaaS Virtual Community – Run by a Client – Meets every Tuesday at 1pm ET.

<https://community.blackboard.com/groups/saas-virtual-user-group>

- Behind the Blackboard

<https://blackboard.secure.force.com/>

- Blackboard Status Site

<http://status.blackboard.com/>

## Next Steps

### Quick Poll:

If we scheduled a follow up SaaS Office Hours, would you attend?

- 1) Yes
- 2) No

1. Install the Building Block and fill out the worksheet and send to [CustomerSuccess@blackboard.com](mailto:CustomerSuccess@blackboard.com)
2. Your Account Team will reach out to you
3. Have Additional Questions:  
Email [CustomerSuccess@blackboard.com](mailto:CustomerSuccess@blackboard.com)
4. Fill out the post workshop survey so we can get your feedback on this program.

# Questions?