

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

# Communication Toolkits for the Q2 & Q4 Learn Original Releases

- What's New Flyers
- Feature Guides
- Videos

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

**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 assignments directly from the

**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.
- 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.
- Course availability status** – You can now set your course to students and course view.
- Discussion board “reply” board forums** is easier for you to filter that enables you to quickly
- 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.
- 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.



Student	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Student Name	Present	Absent	Late	Excused	Present	Absent	Late	Excused	Present	Absent	Late	Excused	Present	Absent	Late



Student	Grade	Points	Weight	Grade	Points	Weight	Grade	Points	Weight
Student Name	A	4.0	1.0	B	3.0	1.0	C	2.0	1.0

[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



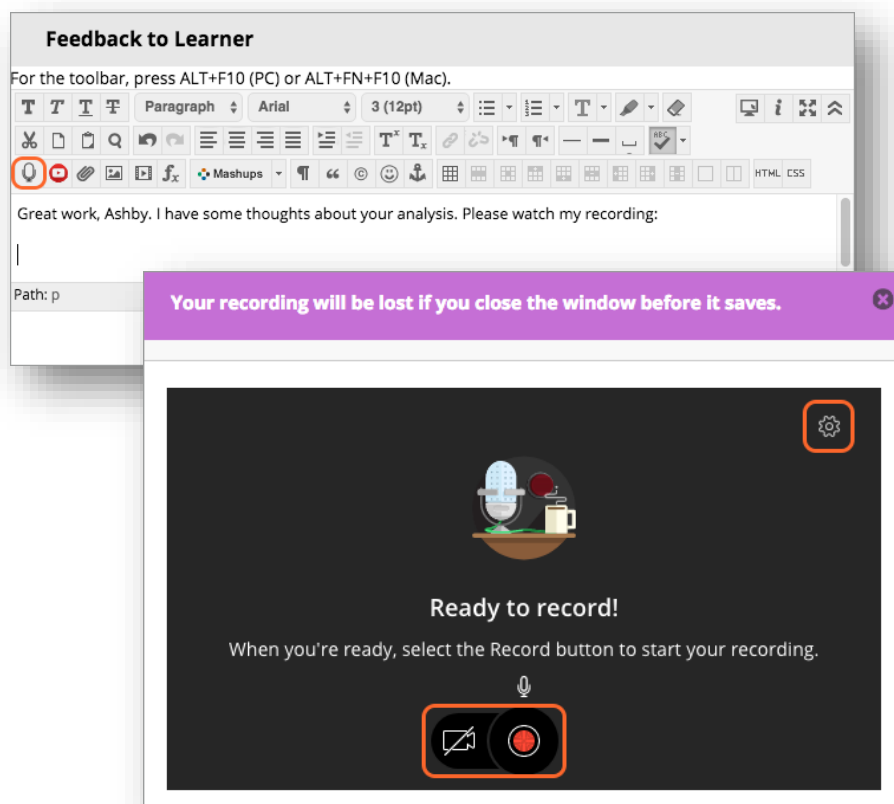
Box



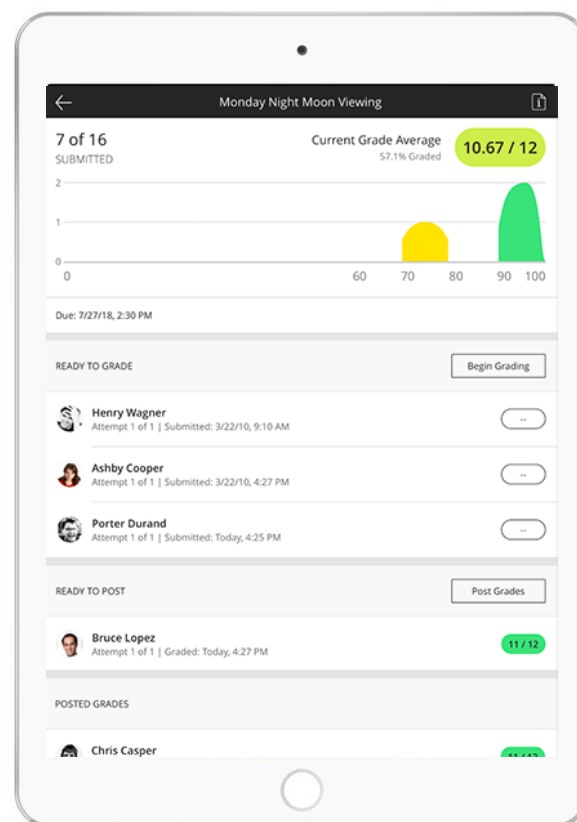
Google Drive

# Highlights of What's New in 2018

## Record Audio / Video Feedback



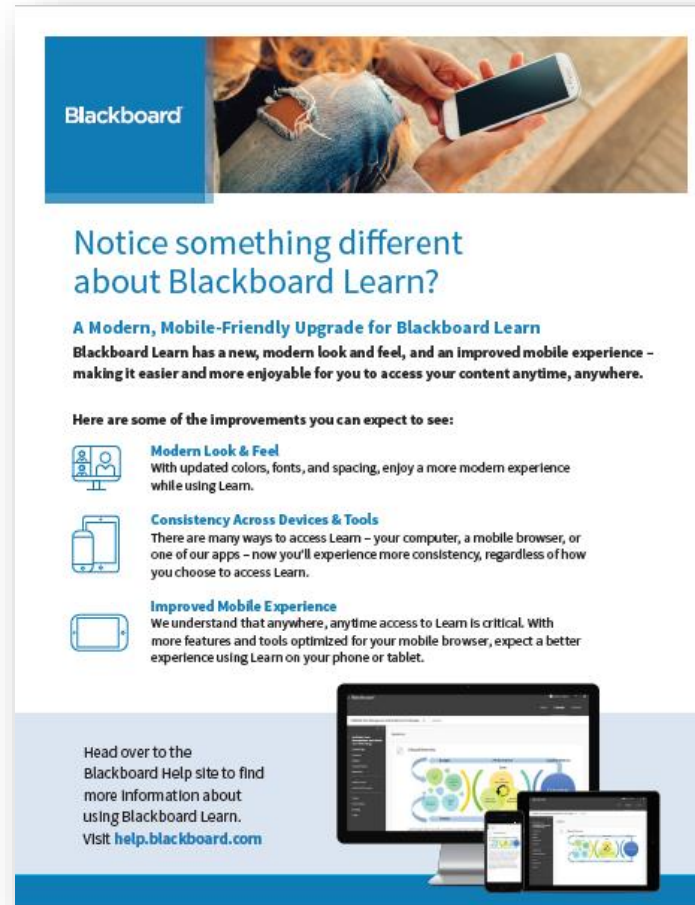
## Grading in Blackboard Instructor



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

## Learn 2016 Theme Communication Toolkit

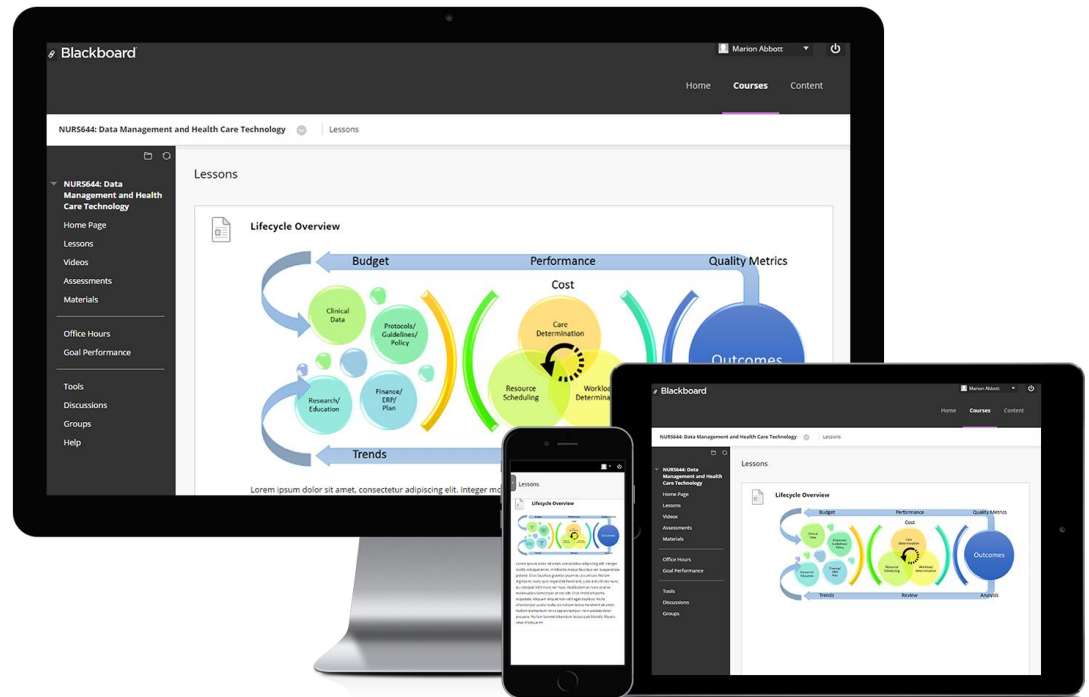
- What's New Flyer
- Email templates
- Visual assets



[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



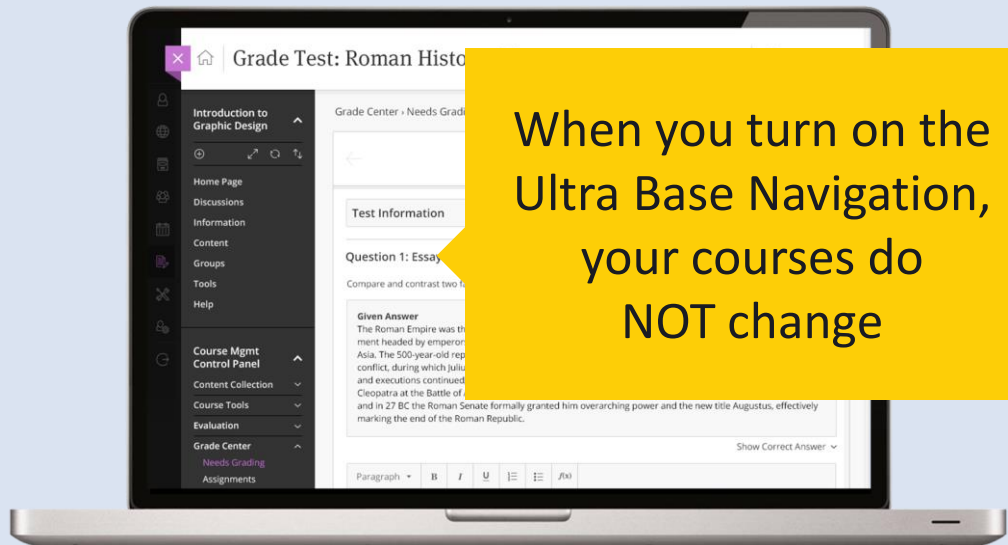
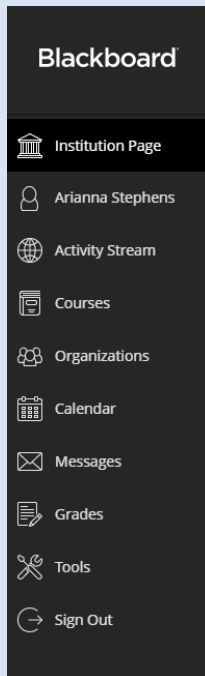
[Click Here to View Toolkit](#)

# Option to turn on the Ultra Base Navigation

Ultra  
Base Navigation

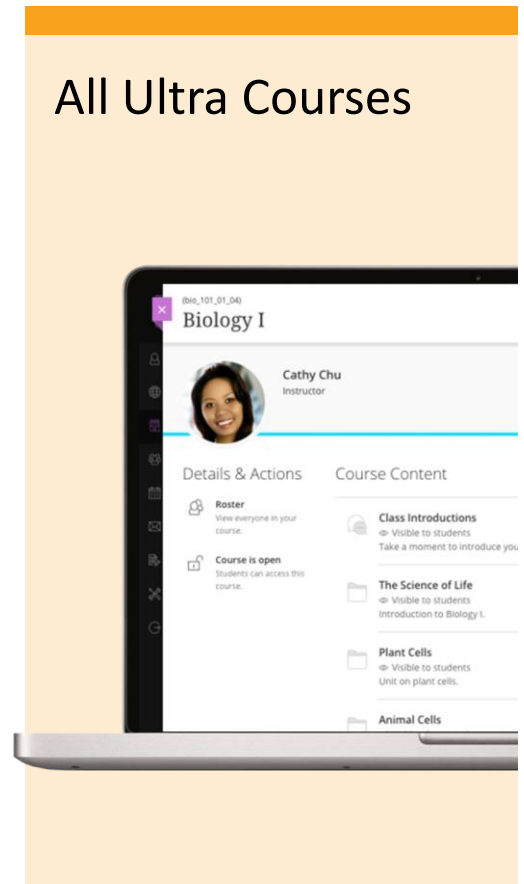
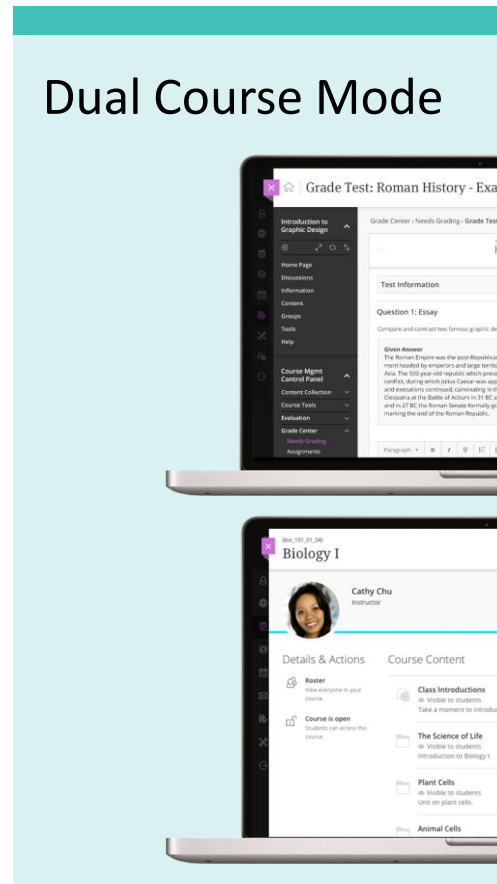
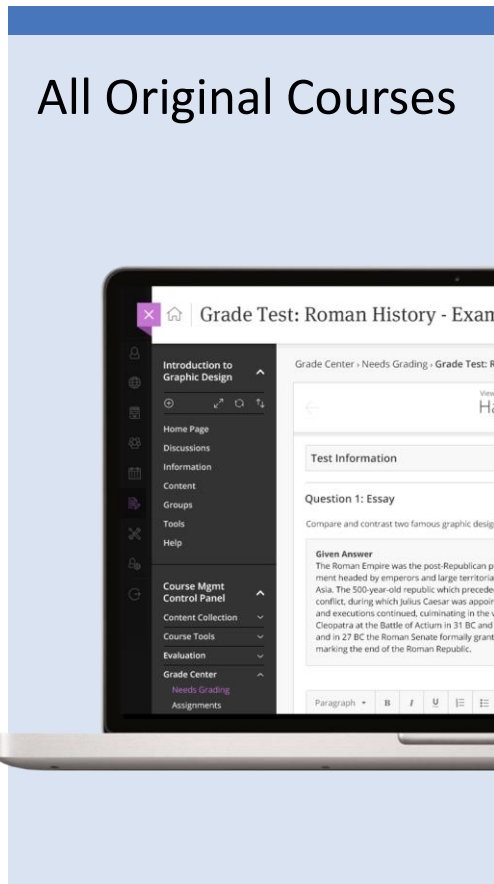
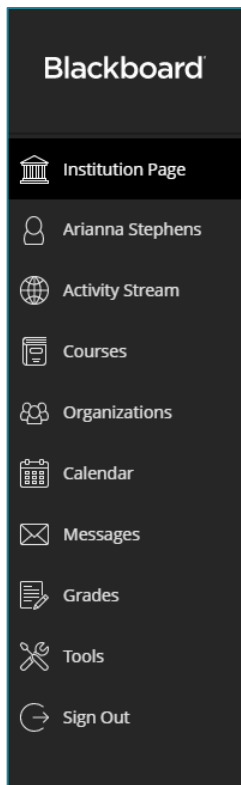


All Original Courses  
(default)



# Flexibility to change at your own pace

*Turn on the Ultra Base Navigation and choose:*



# 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**

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## Campus Communication Channels

- ☐ 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?