



## Overview

The Educational Program Development workshop for Blackboard Learn™ - Content Management equips institutions with the knowledge, skills, and planning tools to effectively administer and teach with the Blackboard Learn - Content Management technology. It incorporates the Content Management Essentials training workshop, the Content Management Administration training workshop, and the development of custom training and mentoring strategies to assist institutions with their implementation. This service includes an interactive onsite planning session and a post-training workshop report that outlines key recommendations and a pragmatic action plan for addressing particular implementation issues.

## Workshop Topics and Outcomes

### Part One: Content Management Essentials

- **Blackboard Content Management Overview.** Describe the relationship between the Content Management, Course Delivery, and Community Engagement technologies of Blackboard Learn. Discuss common content management issues and use cases. Access and navigate the Content Management module. Differentiate between user, course, and institution Content Collections including.
- **Collecting and Managing Content.** Upload multiple files or folders individually and in bulk. Set up Web Folders to manage files with WebDAV. Build an external link. Manage file and folder display options and properties. Move files to and manage the Recycle Bin. Establish Personal Settings.
- **Managing and Sharing Course Content.** Link content items and folders stored in Collections to course content areas. Link content items stored in Collections to course tool areas (i.e. Announcements). Export tests or surveys to collections. Identify course tools related to Content Management technology. Review Content Collections capabilities available w/in courses for management and reuse of content.
- **Sharing and Collaborating with Content.** Identify client-based content and collaboration use cases. Modify file and folder permissions. Use Versioning, Tracking, and Comment features. Create and email Passes on files and folders with Read/Write/Delete privileges. Schedule, monitor and complete a Workflow.
- **Discovering Content.** Tag content with metadata. Search and bookmark content. Create and search for Learning Objects, including reusable objects.
- **Library Content Management.** Discuss process to store intellectual property-protected materials in e-Reserves. Access content stored in the Library Collection and link course content areas to files.
- **Creating and Managing e-Portfolios.** Identify uses for e-Portfolios. Define and collect e-Portfolio artifacts. Create a Personal Portfolio. Share, view, download, and comment on e-Portfolios. Discuss Portfolio templates usage.
- **Locating Resources.** Locate and search the online instructor manual and Quick Tutorials. Navigate Behind the Blackboard™ for product documentation and release notes. Identify additional resources including the Knowledge Base, Ask Dr. C, and Blackboard Connections.



## Part Two: Content Management Administration

- **Content Management Technology Overview.** Describe the relationship between the Content Management, Course Delivery, and Community Engagement technologies of Blackboard Learn. Discuss common content management issues and client use cases. Differentiate between user, course, and institution Content Collections. Navigate the system from the end-user and administrator perspectives.
- **Managing Content Collections.** Determine settings for Virtual Hard Drive and Web Folders. Establish disk quotas and bandwidth settings. Set interface options. Review Course Files capabilities for management and reuse of course content. Download Items and Packages. Manage the Recycle Bin. Discuss Institution Content Collection folder structures.
- **Enabling Content Sharing.** Define and utilize permissions, versioning, tracking, and comments on items and folders. Manage user lists. Send Passes on files and folders with Read/Write/Delete privileges. Identify steps to employ a Workflow. Catalog, manage, and search for Learning Objects. Identify a process to store, protect, and share materials stored in e-Reserves and other library content.
- **Content Discovery.** Enable/Disable default metadata standards and define custom metadata templates. Search for and manage orphaned content by user and location. Add user and course folders to view. Archive and restore a course with content stored in the Content Collections.
- **Managing e-Portfolios.** Enable/Disable Portfolio settings. Create and modify Basic and Personal e-Portfolio templates. Search for and access Basic and Personal e-Portfolios.
- **Managing Technical Settings.** Review default technical settings. Discuss GUI components for backing-up and recovering content.
- **Locating Resources.** Locate and review the online administrator manual and Quick Tutorials. Navigate Behind the Blackboard™ for product documentation and release notes. Review the Ask Dr. C resource. Search the Knowledge Base. Troubleshoot and report system issues.

## Part Three: Program Plan Development

- **Institutional Needs Discovery.** Identify the Audience Profile: Who is your target audience? What are their skills? Do they have preset notions about e-learning?. List technology limits and resource constraints.
- **Discovering Institutional Needs.** Locate and review institution-specific data and needs. Identify audience success prediction.
- **Delivery Best Practices.** Explore proven standards for excellence in four areas of presentation skills: Classroom management. Communication skills. Group facilitation. Creative approaches.
- **Evaluation Success.** Identify and discuss success metrics. Establish criteria that describes outcomes.

## Workshop Follow-up and Report Preparation

Following the training, the consultant will prepare a report outlining key recommendations and “next steps” for training, design and development, migration, and support services. More detailed analysis and specific recommendations will be provided for the focus topic identified during the planning session.



## Who Should Attend

1. *Part One: Content Management Essentials*  
Any user who will be creating, facilitating, managing, and supporting courses for:
  - Blackboard Learn™ - Content Management module (Release 9.1)
2. *Part Two: Content Management Administration*  
System administrators and support personnel who will be managing and supporting:
  - Blackboard Learn™ - Content Management module (Release 9.1)
3. *Part Three: Program Plan Development*  
Any user who will be creating, facilitating, managing, and supporting courses and/or sections, as well as system administrators and support staff for:
  - Blackboard Learn™ - Content Management module (Release 9.1)

## Duration

- *Part One: Content Management Essentials*
  - Workshop is 2 days in length (6 hours of instruction each day)
- *Part Two: Content Management Administration*
  - Workshop is 1 day in length (6 hours of instruction each day)
- *Part Three: Program Plan Development*
  - Workshop is 1 day in length (6 hours of instruction each day)
- *Workshop Follow-up and Report Preparation*
  - Remote Consultation is 1.5 days in length

## Costs

- 14,700 USD for up to 15 participants in each session (training consultant travel and expenses are not included in the cost)

For any questions, please email [training@blackboard.com](mailto:training@blackboard.com) or contact your Account Executive or Account Manager.