



Blackboard Learn™ Content Management Administration

Regional Blackboard Training

Overview

The Content Management Administration workshop introduces administrators and support personnel to the system management features of Blackboard Learn™ - Content Management* technology. Through a variety of activities, including hands-on exercises, participants review the various display and configuration options, technical settings, and content management tools accessible through the Administrator Panel of Blackboard Learn. Throughout the workshop, participants will discuss use cases and best practices identified through working with hundreds of clients who have implemented the Content Management technology at their institutions. Participants who attend this workshop will need full System Administrator access to their Blackboard Learn platform.

Workshop Topics and Learning Outcomes

- **Content Management Technology Overview.** Describe the relationship between the Content Management, Course Delivery, and Community Engagement technologies of Blackboard Learn; Differentiate between user, course, and institution Content Collections; Navigate the system from the end-user and administrator perspectives.
- **Managing Content Collections.** Discuss content management strategies and use cases; Determine settings for Virtual Hard Drive and Web Folders; Establish disk quotas and bandwidth settings; Set interface options; Review default technical settings; Discuss Institution Content Collection folder structures; Download Items and Packages; Manage the Recycle Bin; Discuss GUI components for backing-up and recovering content.
- **Enabling Content Sharing.** Define and utilize permissions, versioning, tracking, and comments on items and folders; Manage user lists; Send Passes on files and folders; 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.
- **Operations Management.** Locate and review the online administrator manual and Quick Tutorials; Navigate Behind the Blackboard™ for product documentation and release notes; Search the Knowledge Base; Troubleshoot and report system issues.

Who Should Attend

System administrators and support staff using:

- Blackboard Learn™ - Content Management module (Release 9.x)
Note: Individual accounts with System Administrator access to Blackboard Inc. training servers are not provided to participants in this workshop. Participants are invited to access the Administrator Panel of their own institution's Blackboard system to follow along and execute demonstrated functions. Should access not be available, Blackboard can provide limited administration access to our training server.

Duration and Costs

- Workshop is 1 day in length (6 hours of instruction each day with a 1-hour lunch and 2-fifteen minute breaks)
- 325 USD per person (Lunch is provided)



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Location

- Regional workshops are held onsite in Washington, DC and Phoenix, AZ. Please refer to the schedule for workshop location information.

Registration Information

Register for *Blackboard Learn – Content Management Administration* using our online Training Registration Center at <http://trainingcenter.blackboard.com/trainingcenter/>. Enrollment in each course is limited, so early registration is encouraged. Registration for regional workshops closes **1 week prior** to the listed start date unless the event has been cancelled as per our policy below.

Cancellation Policy

While it is always our hope to conduct these regional workshops as planned, Blackboard Inc. reserves the right to cancel these workshops due to low enrollment or acts of God. **The deadline for cancellation will be 3 weeks in advance of the first day of the week the workshop is scheduled to begin.** Should you register prior to this date, Blackboard Training will contact you to notify you if the workshop has been cancelled. ***It is highly recommended that you do not book travel arrangements until that time, or please be sure to book refundable airfare, hotel, etc.***

For any questions, please email training@blackboard.com or contact your Client Manager.

* Prior to Release 9.0, this was known as the Blackboard Content System™.

Schedule

September 2009			
Workshop	Price	Dates	Location
Blackboard Learn - Content Management Administration (for newer users)	\$ 325.00	Sept 25	Phoenix, AZ

If these events do not meet your schedule or needs, we invite you to review our other regional options:

- Click below to review the workshops being held in our Washington, DC offices.
http://www.blackboard.com/resources/training/Reg_Schedule_DC.pdf
- Click below to review our synchronous regional workshops held over the Web using WebEx™.
http://www.blackboard.com/Resources/Training/Reg_Schedule_Sync.pdf