

Edline and Blackboard Merger: Frequently Asked Questions

Why are Edline and Blackboard merging?

Edline and Blackboard have deep roots in supporting K-12 education, and both companies share a common vision for how technology can improve the education experience. By joining together, we can better serve millions of K-12 teachers and learners with an expanded set of products and services and the ability to make deeper investments as a combined company.

Both companies offer complementary solutions for online and mobile learning, professional development, alert and notification and community engagement. Independently, these solutions have appealed widely to schools and districts with different needs and priorities. By working together, we can offer a more diverse and complete set of options that gives all of our clients greater choice and flexibility in choosing products and services that best support their work. And a future roadmap built with the expertise of a combined team that already serves thousands of K-12 districts and tens of thousands of schools.

Will there be changes to Edline or Blackboard products, support, service or pricing as result of this merger?

There will be no immediate changes to our products, all of which will continue to be serviced and supported as they are today for the foreseeable future. We plan to continue development of the Edline LCMS and Blackboard LMS as separate and independent products as they are uniquely complementary to one another. There are also no changes in our pricing policies as a result of this merger and we'll continue to honor all current contracts. Our biggest priority is to sustain the positive experience that clients already enjoy. Going forward, we'll be exploring the best ways to better support the K-12 community, and how best to design our future product roadmap with your input.

What will happen to my customer service and support relationships?

You will continue to work with the same service and support teams that you do today, and there will be no changes planned that would impact overall levels of service and support that you're used to. Ensuring continuity of experience and the highest quality customer support are our top priorities. Over time, you can expect to see investments from us that enhance and improve your client support experience.

What if I'm currently considering Edline or Blackboard services for my institution? What if I've recently established a contract relationship with Edline or Blackboard?

Whether you're considering a new relationship with us or have recently initiated a contract, you can move forward with confidence that you'll be well supported. All existing contracts will be honored in full.

Where can I find out more?

We are committed to keeping you as informed as we can throughout this process. We'll be sharing updates as we move forward at www.Blackboard.com/Edline. In the meantime, you can reach our combined leadership team with additional questions at edline@blackboard.com. Additional information about Edline is available at www.edline.com. Additional information about Blackboard is available at www.blackboard.com