

Release 9.1 Upgrade Program ANGEL

RESOURCES FOR THE TRANSITION

We are focused on making sure that clients have a comprehensive set of resources available to make a seamless transition to Blackboard Learn™, Release 9.1. Based on your feedback, we've developed a program of services, tools and resources—many of them free or discounted— to assist you with each step of the upgrade process.

Resources are available for both administrators and educators alike to help you and your constituents with the transition. These include: webinars and self-service tools, client programs, consulting, training and hosting services.

The Upgrade Center, Your First Stop

Make the Upgrade Center your first stop for getting started with Release 9.1—learn what's new with the release and access information specifically developed for the ANGEL community. We will continue to add resources to the Upgrade Center over time.

www.blackboard.com/upgradecenter

"We loved ANGEL and it was hard to let go, but we partnered well with Blackboard during the transition and our Fall launch was very successful!"

Tim Donehower,
Online Learning System Specialist,
Johnson & Wales University

"Not only do I feel that ANGEL has benefited Blackboard from a technology standpoint, but I feel that, since the acquisition, Blackboard is a completely different company in terms of vision, direction, and corporate culture. I think Blackboard has developed a game plan that brings everything together."

Steve Kaufman,
Associate Director of Learning Mgt.
Information Technology
Ashland University

"We are thrilled with the On-Demand Learning site. With ANGEL we actually developed our own Camtasia videos, but every time there was a product update we had to go through and redo all the videos. So, having a site where those videos are automatically updated, and allowing us to link to that content—it's just an amazing benefit for us, and we're thrilled about that."

Dr. Jeff Parsons
Director of Program Evaluation and Technology
Lindsey Wilson College

Upgrade Center Resources		Pricing
Just visit the Upgrade Center for information on any of the following webinars.		
Life in Release 9.1 for ANGEL Recorded Webinar	"I'm on ANGEL. Why upgrade to Release 9.1?" Get answers with overview of what's new with the Blackboard Learn, Release 9.1 environment—from both an educator and an administrator perspective. Plus, take advantage of 10 free seats to the Introduction to Blackboard Course Delivery Online Training.	Free
Upgrade Success for ANGEL Recorded Webinar	A review of best practices for how to plan your upgrade to Release 9.1 and overview of upgrade planning resources available for clients ready to upgrade and with scheduled go live date.	Free
Overview of the Blackboard Learn System	The one hour recorded webinar provides an overview of the Blackboard system configuration as well as high-level operating system administration tasks, effective practices for security, and back-up and recovery.	Free
Preview Accounts	Experience Blackboard Learn software—from both educator and student perspectives—on a hosted evaluation server for thirty days.	Free
Documentation	Many different kinds of documents are available to Blackboard Learn users to share knowledge, train new employees, and enforce standards. Log in to your Behind the Blackboard account to access valuable self-support resources.	Free

Your Blackboard Learn, Release 9.1 License

'What will I get when I migrate to Release 9.1?' Blackboard is committed to providing ANGEL clients with similar functionality to what they current have in the ANGEL Edition at a similar price to what they currently pay for ANGEL. Please contact your Blackboard Learn Account Representative for more detailed information.

Blackboard Learn, Release 9.1 License		Pricing
Learn for Academic Collaboration	When migrating to Release 9.1, the majority of ANGEL education institution clients will get Course Delivery, Content Management, and Community Engagement as a part of their Blackboard Learn license. To see if your institution qualifies, please contact your Learn Account Representative.	ANGEL pricing plus annual increase similar to ANGEL Learning practices
Additional Production License	Blackboard provides through the end of your current contract or end of life for ANGEL, whichever comes first, both the ANGEL license and Release 9.1 license at no additional cost. Use this additional production license and conduct pilots to prepare for migration to ease the transition from ANGEL to Release 9.1.	Free

Stay Informed and Prepare for Your Upgrade with Other ANGEL Clients

Join the free ANGEL Client Programs designed to share information, answer your questions, prepare you for the transition to Release 9.1, and aid in a smooth upgrade plan alongside other ANGEL clients. Visit the Upgrade Center to learn more about all of these Client Programs and to register.

Through your participation in the ANGEL Client Programs, you will have the opportunity to:

- ▶ Network with peers
- ▶ Connect and build relationships with others and learn from their experiences
- ▶ Gain access to additional resources, hear from experts and get additional support from your peers and Blackboard
- ▶ Influence the future of Blackboard products

ANGEL Office Hours

Each month clients will have access to Blackboard representatives from Product Marketing, Product Management, and Solution Engineering. And, more importantly, it is a gathering of ANGEL users who wish to discuss topics of interest and share knowledge. Clients will set the agendas with the support of the Blackboard team.

ANGEL Content Conversion Product Development Partnership (PDP)

This Product Development Partnership program for the ANGEL-to-Blackboard Content Conversion is an opportunity for ANGEL clients to partner with Blackboard to test ANGEL content conversion to Blackboard Learn, Release 9.1. We intend to use the feedback captured from our clients to help improve and prioritize development efforts and to test the content conversion tool itself. Space is limited for this program, but as some clients cycle out of the program, others will join.

ANGEL Migration Support Program/Upgrade Cohort

The ANGEL Support Program is a free resource for ANGEL clients who upgrade to Release 9.1 in the near term. Clients will meet with an ANGEL Support Consultant to discuss effective practices and plan for a migration. Meetings will cover planning, course delivery orientation, course and user management, content and conversion, integrations and general questions and answers. Additionally, those who participate in this program will receive free Licensed Training Materials – Student Online Training.

The Migration Support Program is a personalized program for those who migrate to Release 9.1 early. As groups of ANGEL clients prepare to migrate at the same time, the ANGEL Migration Support Program will be replaced by an ANGEL Upgrade Cohort Program, a program that has benefited hundreds of CE/Vista and Blackboard clients.

Improve Your Success with Blackboard Managed Hosting

Release 9.1 Production Hosting Service & Setup

For new or existing Blackboard Managed HostingSM clients using ANGEL, Blackboard provides a free transitional environment of Release 9.1 for parallel production purposes. Use this production-level environment at no cost, for up to twelve months to help ensure a smooth transition from ANGEL to Blackboard Learn, Release 9.1. Please contact your Learn Account Representative for more detailed information on how to get started.

Planning & Implementation Services to Help You Get There

You're investing, managing change, and building capability across your organization. You're charged with delivering a rigorous, well managed, technology-enabled program to fulfill the promise of your education strategy now and for the future.

Blackboard Consulting can help you get there.

- We have helped over 1,000 organizations to successfully implement Blackboard Learn
- In doing so, we bring to the table best practices from peer institutions
- We are experienced in a wide range of approaches for managing the lifecycle of educational technology programs

Planning & Implementation Services		Pricing
Planning Services	With Planning Services for Blackboard Learn, clients lay the foundation for online adoption and program success through both Strategic Planning and Deployment Planning. Our proven ability to methodically assess and execute online learning at institutions worldwide ensures that your institution will get the best of both worlds: a program roadmap custom-built for your institution, blended with best practices from a long history of successful peer implementations.	Standard
Release 9.1 Software Installation	The Release 9.1 Software Installation provides <ul style="list-style-type: none"> • Review and validation of the client technology infrastructure • Installation and configuration of the application and database components of Blackboard Learn software • Documentation on all configurations • A validation of the environment at the completion of the Blackboard software installation 	Standard
Section Merge Tool	The Section Merge Tool enables educators and administrators to merge enrollments of multiple course sections in one easy-to-access view within a single Blackboard Learn course. Educators are able to view merged or separate course data, depending on their preference. It also provides a batch interface to merge sections in bulk. This tool supports many of the functions of Merged Course Roster in the Blackboard Learning System - ANGEL Edition. A section merge tool is currently being developed in Release 9.1. So, this tool may not be required for schools that migrate to Release 9.1 after 2011.	Free
Extensions Catalog	Enhance online teaching and learning by downloading customization and integration tools created by developers at academic institutions and commercial vendors from around the world. Access our catalog (www.blackboard.com/Teaching-Learning/Extend-Learn.aspx) to browse both free and standard-priced Blackboard Building Blocks and extensions.	Free
SIS Integration	If you want to take advantage of the SIS integration capabilities in Release 9.1, and/or want to revamp your current integrations, Blackboard Consulting has developed two Snapshot Engagement options specifically discounted for ANGEL clients, subject to terms & conditions.	Discounted
Performance Services	The primary objective of Performance Services is to help clients complete the activities necessary to understand the Blackboard Learn environment. As a result of this engagement, clients are better able to provide users with an environment that has been validated through a combination of system audit and basic performance testing.	Standard
Content and Community Getting Started Program	With more and more learning organizations supporting strategic initiatives with the Learn platform, clients have told us that their most significant challenge is implementing technology programs in a structured and rigorous way. The "Getting Started" program is a tried and tested mix of planning, implementation, and effective practices/training to help you quickly get up to speed of the effective use of the Community and Content modules. When migrating to Release 9.1, the majority of ANGEL education institution clients will get Content and Community modules as part of the Blackboard Learn license for a similar price to what they currently pay for ANGEL. Please contact your Learn Account Representative for more details.	Standard

Sharing Best Practices & Training

By sharing Best Practices and delivering Training, Blackboard lays the foundation that enables you to

- ▶ Successfully implement your enterprise technology
- ▶ Enhance the effectiveness of online instruction and programs at your institution
- ▶ Increase your adoption rates with both faculty/staff and students
- ▶ Save time and money by equipping your staff with the skills they need to fully leverage your Blackboard deployment

Best Practices & Training Services		Pricing
On-Demand Learning Center	Home to dozens of video tutorials, getting started guides and other resources to help faculty get acclimated to the new features of Release 9.1. Please visit www.ondemand.blackboard.com .	Free
"How To" Guides	"How To" Guides Located on the On Demand Learning Center, this series of "How To" Guides covers topics frequently requested to support the upgrade to Blackboard Learn, Release 9.1.	Free
Online & Onsite Training	The online and onsite training services provide intensive, hands-on instruction covering the GUI-based administrative and teaching and learning functions in Release 9.1. A variety of hands-on activities and best-practice discussions provide for a very thorough understanding of how to manage administrative tasks, increase administrative efficiency, as well as create engaging and collaborative learning environments for students. These training options also present effective practices for supporting both Web-enhanced and fully online learning implementations. Select from the options dependent on the Blackboard technology you are implementing.	Standard
Introduction to Blackboard Course Delivery Online Training (Self-Paced)	This course provides a self-paced introduction to the Blackboard Learn course environment and highlights some of the instructional tools that enhance student learning and save time for instructors. Participants will learn how to organize and add course content, manage online communication, and build assessments. ANGEL clients upgrading to Release 9.1 will get 10 free seats for this online training.	Free
Licensed Training Materials	Student Orientation Training Materials for Course Delivery This online training series package provides resources needed to quickly and successfully offer a comprehensive online training program that prepares students to operate in the Blackboard course environment. The course is customizable, professionally developed, and carefully sequenced to provide a path to success for student users. You will learn more about this offer when you participate in the ANGEL Migration Support Program / Upgrade Cohort.	Free
Custom Training: Blackboard Course Consultation	This onsite two-day workshop is focused on course consultation and change management. During this training, participants review courses originally built in the Blackboard Learning System-ANGEL Edition and ensure they integrate the new tool sets in Blackboard Learn, Release 9.1.	Standard

Contact Blackboard

We would welcome the opportunity to speak with you about how we can assist you with your upgrade. To find out more about how Blackboard can assist your organization, please contact your Learn Blackboard Account Representative.

Important notes about these offers:

- ▶ For more information about all upgrade services and tools, including pricing, terms and conditions, please contact your Blackboard Learn Account Representative.
- ▶ The following offers may require the purchase of additional services and are subject to standard pricing after Year 1: Full SIS Integration, Release 9.1 Production Hosting Service and Content & Community Program.
- ▶ Clients must sign up for and take delivery of any free or discounted services before December 31, 2012.
- ▶ All services can be delivered remotely. If onsite work is required, all related travel costs will be paid by the client.
- ▶ Pricing is standard pricing unless noted as "Free" or "Discounted."
- ▶ For additional information about upgrading to Release 9.1, visit www.blackboard.com/UpgradeCenter

