

# Blackboard Collaborate™ Professional Services

## UPGRADE SERVICES

Are you ready to upgrade to the latest version of Blackboard Collaborate? Our Upgrade Services will help you ease the change management process, provide best practices, and facilitate adoption. So you'll find your upgrade experience to Blackboard Collaborate more personal, supportive, and guided.

## Blackboard Collaborate Upgrade Services

Designed to help your transition to Blackboard Collaborate run as smoothly as possible, our Upgrade Services include:

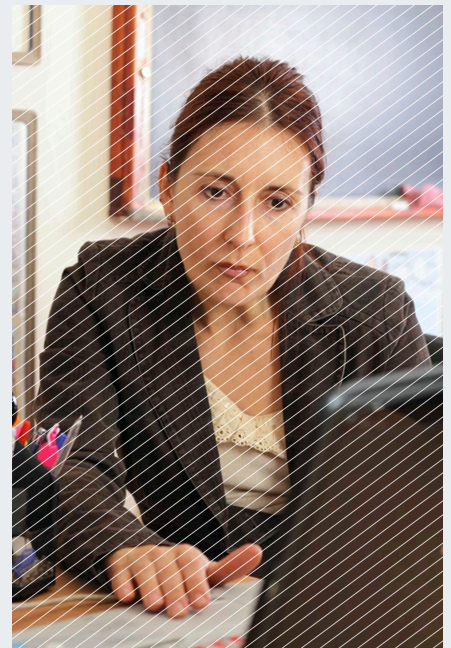
- **Training Services:** Empower your staff with flexible training options.
- **Consulting Services:** Our certified experts guide you through the process.

Experience tells us that some institutions want additional support and assistance in upgrading to Blackboard Collaborate. That's why we've developed two custom services packages to support your transition.

## Going Live with Blackboard Collaborate

If your institution has a small user base or you are just looking for the basics, the Going Live with Blackboard Collaborate program is right for you. These services include:

- **An online consultant-led engagement to define impact of changes and goals for the transition**
- **A customized transition guide, complete with links to pre-recorded webinars to help address technical and functional changes with Blackboard Collaborate**
- **Definition and scheduling of future training and technical engagements**



Through online workshops, participants learn about changes to the interface and workflow processes that allow you to focus on teaching and learning. Workshops include:

- **Administrating Blackboard Collaborate**
- **Blackboard Collaborate Essentials**
- **Beyond the Basics of Blackboard Collaborate**

## Upgrade and Implementation Services for Blackboard Collaborate

For enterprise-level customers with more users, the Upgrade and Implementation Services for Blackboard Collaborate are right for you. These services include:

### Consulting Services

A two-day, on-site engagement designed to:

- **Examine your current implementation by evaluating faculty use cases and their alignment to a measurable action plan**
- **Plan for the change management required to transition to Blackboard Collaborate**
- **Create an evaluation plan for the transition**
- **Determine additional training and/or technical services**
- **Provide engagement report containing the action plan and associated project plan**

This program also includes quarterly status checks to review progress on tasks and performance against assigned metrics.

## Training Services

Training services include four workshops:

- **Administrating Blackboard Collaborate: Web Conferencing Module**
- **Blackboard Collaborate Essentials: Web Conferencing Module**
- **Beyond the Basics of Blackboard Collaborate: Web Conferencing Module**
- **Putting it all Together in Blackboard Collaborate: Web Conferencing Module**

## Materials License

Also included is a complete selection of professionally developed, certified training materials we have developed to help you enhance learner outcomes and promote effective use of the platform. Whether you are looking for face-to-face or online training content, these materials will save you extensive development time. For more information, see the Blackboard Collaborate Materials License Program datasheet.

## Product Specialist Certification

We understand the direct relationship between training certification and the improved performance of Blackboard Collaborate web conferencing users. To help you develop and validate your staff's skillset, we've also included the Blackboard Collaborate Product Specialist Certification program. For more information, please see the Blackboard Collaborate Learning Services Product Specialist Certification datasheet.

**For more information or to request a meeting with a Professional Services Consultant, please contact your Blackboard Collaborate sales representative or email [collaboratesales@blackboard.com](mailto:collaboratesales@blackboard.com).**