

Release 9.1 Upgrade Program

Blackboard Learning System Enterprise Edition 8 or Earlier

Blackboard⁺ learn™

Upgrade Made Easy

We are focused on making sure that clients have a comprehensive set of resources available to them 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, including webinars, self-service tools, training, consulting and hosting services, are available for both administrators and educators alike to help you and your constituents with the transition.

Make the Upgrade Center (www.blackboard.com/upgradecenter) your first stop for getting started with Release 9.1—learn what's new with the release, assess upgrade options, build a plan and go live.

Quality & Innovation with *Blackboard Managed Hosting*™

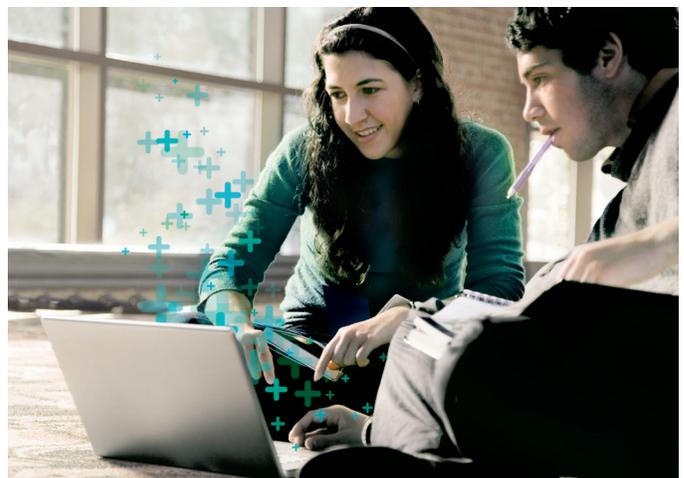
As more and more educational providers realize strategic goals with the support of online programs, the highest levels of uptime and availability are a necessity.

To demonstrate our commitment to service and quality of product releases, we are pleased to introduce the availability of a 99.9% Uptime SLA with Release 9.1. The 99.9% SLA is available for institutions upgrading to Blackboard Learn, Release 9.1, who currently have, or plan to move to, the Platinum Level Service or higher, subject to meeting Best Practice Requirements.

Release 9.1 with the 99.9% Uptime SLA is a new standard in the effective management of online programs, increasing educational impact, mitigating financial risk, and reducing costs. More than 185 industry experts working with more than 850 clients worldwide manage the lifecycle of your

implementation and upgrades, ensuring your educational programs remain innovative and effective.

For more information about how your institution can take advantage of our new 99.9% Uptime SLA when upgrading to Release 9.1, visit: www.blackboard.com/managedhosting.



Essential Upgrade Services and Tools

Getting Familiar with the New Release		Pricing
Upgrade Center	A centralized collection of all the relevant resources related to your upgrade. Quickly put your fingers on resources that are customized by version and hosting situation for a personalized upgrade experience. Please visit: www.blackboard.com/UpgradeCenter	Free
What's New Webinar	This webinar will provide an overview of what's new in Release 9.1, and how the enhancements benefit your institution.	Free
Life in Release 9.1 Webinar	Why upgrade to Release 9.1? These webinars will answer that question, providing an overview of what's new with the Blackboard Learn, Release 9.1 environment—from both an educator and an administrator perspective.	Free
Preview Accounts	Experience Blackboard Learn software—from both instructor and student perspectives—on a hosted evaluation server for 30 days.	Free
Documentation	Many different kinds of documents are available to Blackboard 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
Planning and Implementation		Pricing
Upgrade Success Webinars	Provide a review of best practices for how to plan your upgrade to Release 9.1 and an overview of upgrade planning resources available for clients ready to upgrade with a scheduled "go live" date.	Free
Auto Sign-On Tool**	Auto Sign-On is an open source tool that provides in-bound authentication from a third party application to Blackboard Learn, Release 9, and higher. The tool was created by Blackboard and is available from the Blackboard Building Blocks™ catalog (www.blackboard.com/Teaching-Learning/Extend-Learn.aspx), and is hosted on www.oscelot.org .	Free
SIS Integration	Integrating Blackboard Learn with other key campus technologies improves the flow of information and helps manage your costs as your online learning deployment grows. Automated data processing of core activities such as loading student and course information plays a vital role in an institution's infrastructure. It not only guarantees consistency of data, but it builds trust throughout your campus—administrators, teachers, and students alike. That's because every user can focus on what they went there to do – learn, teach and grow – not on the challenges of manual processing like inaccurate information, lagging response times and time-intensive data entry	Standard
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 Upgrade	The Release 9.1 Software Upgrade provides: <ul style="list-style-type: none"> Review and validation of the client technology infrastructure Upgrade 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 upgrade 	Standard
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

Section Merge Downloadable Solution	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.	Standard
Release 9.1 Blackboard Managed Hosting Setup	Upgrade to Release 9.1 and move to Blackboard Managed Hosting, and we'll waive the setup fee. (See Blackboard Managed Hosting 99.9% Uptime SLA section for more details about our hosting service.)	Free***
Blackboard Managed Hosting™ 99.9% Uptime SLA	A 99.9% Uptime Service Level Agreement (SLA) is available for institutions upgrading to Blackboard Learn, Release 9.1, who currently have, or plan to move to, the Platinum Level Service or higher, subject to meeting the following Best Practice Requirements: <ul style="list-style-type: none"> Run Blackboard Learn Release 9.1 or higher in production Comply with standard Blackboard Building Blocks policy Have SIS integrations completed by Blackboard Consulting with ICM support Must be within contractual usage limits 	Standard
Content and Community 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. In conjunction with the launch of Release 9.1, we are announcing a special program for institutions that specifically supports the successful implementation of additional capabilities of the Learn platform. Called "Doing More with Blackboard Learn," the program is a tried and tested set of best practice implementation consulting and training combined with significant discounts of the Learn Content and Community software modules.	Discounted*
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 free catalog to browse both free and standard-priced Blackboard Building Blocks and extensions.	Free
Training and Communication		Pricing
Training: What's New Workshop Series	The What's New Workshop Series provide intensive, hands-on instruction covering the GUI-based administrative and teaching and learning functions introduced between Release 7.1 and Release 9.1 of the Enterprise technology from Blackboard. 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. It also presents best practices for supporting both Web-enhanced and fully online e-learning implementations. Select from the series dependent on the Blackboard technology you are implementing.	Standard
Licensed Training Materials	Blackboard Training Materials are designed with you in mind! Whether you're preparing for an upgrade or a new implementation, successful adoption depends on having well-trained faculty and staff. To help you achieve this goal, Blackboard Training Materials offer you the option of complete and effective training programs that you can conduct at your organization. These digital, and fully customizable, training materials are designed to ensure successful adoption and do it in a flexible format that appeal to your faculty/staff and to your budget: <ul style="list-style-type: none"> Face-to-Face Training Materials Package for Course Delivery Online Training Series Package for Course Delivery Content Management Training Materials Package (for institutions who have implemented the Blackboard Content Management capability) <p>Clients who upgrade and purchase a "What's New" onsite training workshop will receive free training materials in Year 1.</p>	Free*
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: ondemand.blackboard.com	Free
Communications Toolkit	Communication tools designed to generate excitement about Release 9.1 with all your stakeholders.	Free
Custom Training: Blackboard Course Consultation	This onsite two-day training workshop is focused on course consultation and change management. During this training, participants review courses previously built on the former platform to ensure they integrate the new tools sets in Blackboard Learn, Release 9.1.	Standard

***Important notes about these offers:**

- For more information about all upgrade services and tools, including pricing, terms and conditions, please contact your Learn Account Representative.
- The following offers require the purchase of additional services and are subject to standard pricing after Year 1: Licensed Training Materials and Content & Community Program.
- Clients must sign up for and take delivery of any free or discounted services before December 31, 2010.
- All services can be delivered remotely. If onsite work is required, all related travel costs will be paid by the client.
- To get each client started with the transition to Blackboard Learn, Release 9.1, we are pleased to provide five free seats to a live, facilitated online workshop, "Life in Blackboard Learn, Release 9.1."
- For additional information about upgrading to Release 9.1, visit www.blackboard.com/UpgradeCenter

** Disclaimer: Redistribution and use in source and binary forms, with or without modification, are permitted provided that the licensing conditions of the Auto Sign-On tool are met. License terms can be found with the source code package.

*** Blackboard Managed Hosting products require a two-year managed hosting agreement/renewal and are not available to clients currently self-hosting, unless planning a move to Blackboard Managed Hosting as part of the upgrade to Release 9.1.

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 institution, please visit www.blackboard.com or contact your Learn Account Representative.