




Blackboard Collaborate™ Professional Services

MAXIMIZE YOUR INVESTMENT. DRIVE USER ADOPTION.

Optimizing your technology infrastructure requires the right blend of skills and expertise. We'll partner with you to determine your academic and administrative needs and develop logical pathways to meet them. **Our Upgrade and Engagement, Learning, and Technical Services offerings will help you drive technology adoption, improve educational effectiveness, and better realize value from your investment.**



Many times when you implement new technology solutions, you have great ideas of how those tools and processes should work, but due to limited time and budget constraints and other challenges, you're never able to realize those initial goals. Blackboard Collaborate Professional Services allow you to retain focus on the goals, guide you through the steps necessary to reach those goals, and celebrate with you each step of the way.

Kara Monroe
Assistant Vice Provost,
Center for Instructional Technology
Ivy Tech Community College



Blackboard Collaborate Upgrade and Engagement Services

Maximize your technology investment with Upgrade and Engagement Services that incorporate mentorship, education, and knowledge management. So you can improve learning outcomes and make your institution more competitive. To align actual use cases with the business initiatives for your acquired technology, we help create a plan for growing adoption that is both actionable and measurable.

Our Upgrade and Engagement Services include:

- **Kick-off call to organize and prioritize service and product deliverables**
- **Two-day, on-site engagement designed to align faculty use case with a measurable action plan**
- **Engagement report containing the action plan and associated project plan**
- **Quarterly status checks to review progress tasks and performance against assigned metrics**

As an extension of your team, we provide guidance, transfer knowledge, and make recommendations based on industry best practices that are complementary to your student population and aligned with your institutional initiatives and objectives.



Blackboard Collaborate Learning Services

Available live online or onsite, our **Core Team Training** is focused on developing a strong foundation to support your overall implementation of the Blackboard Collaborate platform. Workshops include:

- **Essentials for Web Conferencing**
- **Beyond the Basics Web Conferencing**
- **Putting It All Together in Blackboard Collaborate**
- **Before and After with Blackboard Collaborate Plan and Publish**
- **Practice Lab Series**

Our **Advanced Team Training** adds pedagogical examples and best practices that inspire effective use of Blackboard Collaborate, including:

- **Creating Engagement in Online Sessions**
- **Effective Uses of Advanced Content Tools**
- **Lecture Capture with Blackboard Collaborate**
- **Collaborate with Work Groups Using Breakout Rooms**
- **The “Flipped” Collaborate Classroom**

We also offer training materials licensing, certification programs, and asynchronous online training programs.

Blackboard Collaborate Technical Services

Envisioning, creating, and delivering a cost-effective technology ecosystem is something that must be planned for and deployed seamlessly. Our Technical Services team can architect and implement an integrated Blackboard Collaborate solution, from prototyping and gathering requirements to the deployment of third-party system integrations.

We focus first on scoping your project and then on orchestrating the technology and processes to implement and exercise the solution. Technical Services include:

- **Technical Training Services** for building a solid foundation and skillset that enables administrators to manage and support our **Session Administration System (SAS)**
- **Custom Integrations Services** for tailoring your Blackboard Collaborate implementation to your unique situation, from analysis and design to enterprise integrations
- **Optimization Services** for implementing the most effective infrastructure to maximize the performance of your Blackboard Collaborate environment, including LMS integration
- **Media Services** for integrating media technologies, video and audio devices, and even specialized equipment with Blackboard Collaborate sessions

Let us add our expertise to yours to create a better education experience for your academic institution or training organization.

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.