Duration

This workshop is delivered onsite in 3½ consecutive days. A remotely delivered version of this workshop is available via Collaborate. See the Delivery Modality section for more information.

Workshop Content

The workshop combines two of our other workshops, Learn Teaching Readiness and Learn Administration Readiness, to form the ultimate customizable Learn functional training experience for teachers, instructional designers, and administrators. The workshop does not provide instruction for managing the Blackboard Learn application at the server level.

Blackboard Training uses a modular training format that allows you to create a targeted experience for participants based on your training and implementation needs. Choose up to seven (7) of the modules listed below to form a custom 3½ day experience that best addresses your audiences’ needs and institution’s adoption strategy. You may choose seven different modules or repeat some modules for different groups.

Example One: An institution would like to train a group of teachers in the foundations of Ultra courses. They would also like to train a group of Administrators in the new functionality of the Ultra Experience and explore Portfolios. This group of administrators is already well versed in running a traditional Blackboard Learn platform.

- Day 1 and Day 2
  - Select 4 modules out of the teaching module set and deliver in 2 consecutive days to the same group of teachers.

- Day 3 and Day 4
  - Select 3 modules out of the administration module set and deliver in 1½ days to the administrators.

Example Two: An institution would like to offer advanced course training to 3 groups of teachers and spend a little bit of time to update the training for their Help Desk team. Each group of teachers would like to focus on something a different.

- Day 1 – Group 1
  - Select 2 advanced modules from the teaching module set and deliver on day 1 for group 1.

- Day 2 – Group 2
  - Select 2 advanced modules from the teaching module set and deliver on day 2 for group 2.

- Day 3 – Group 3
  - Select 2 advanced modules from the teaching module set and deliver on day 3 for group 3.

- Day 4 – Help Desk Support Team
  - Select the module designed for Help Desk support and deliver in ½ a day.

Who Should Attend

Teaching Modules: These modules are intended for Instructors, Course Builders, and Support Personnel who will be using or managing courses using Blackboard Learn Original or Ultra Course View.

Administrator Modules: These workshops are intended for Blackboard Learn Administrators and Support Personnel who will manage and support Blackboard Learn.

- System (full) Administrators: includes those whose primary duties include the management and configuration of the Blackboard Learn platform. Responsibilities may include, but are not
limited to, managing users, courses, enrollments, integrations, Building Blocks, tools, LTI, Institutional Hierarchy nodes, and Domains.

- **Mid-level (restricted) Administrators**: includes higher level support staff who may have access or need the ability to edit various levels of system administration. Responsibilities are often limited to a specific role or function such as user administration, course administration and/or community administration.

- **Support Staff & Training Personnel**: includes help desk workers, trainers and, higher level Instructional Designers who support end users

**Teaching Modules**

The teaching modules provide hands-on instruction covering numerous course-building, assessment, and communication tools available in Blackboard Learn. A variety of activities and best-practice discussions provide a very thorough understanding of how to efficiently manage teaching tasks and create dynamic learning environments for students.

**Administrator Modules**

These modules introduce participants to the GUI-based administration of Blackboard Learn. They cover the essential tools and functions accessible through the Administrator Panel of the application in the browser interface. Topics specific to a particular base navigation experience and/or course view are identified within the module.

This workshop will meet the needs of any of the following Blackboard Learn clients:

- Self-Hosted, Blackboard Managed Hosted, or SaaS deployments
- Original Base Navigation or Ultra Base Navigation (SaaS Only)
- Original Courses and/or Ultra Courses (SaaS Only)

**Delivery Modality**

One delivery method must be selected prior to scheduling of services. Delivery modalities cannot be mixed.

**Onsite Delivery**: Onsite delivery takes place during consecutive days. Each module is delivered in a three-hour timeframe. This includes time set aside for hands-on practice.

**Remote Delivery**: A module is delivered in a two hour synchronous Collaborate session followed up by one hour of guided asynchronous hands-on practice.
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Teaching Modules

Module T1: Getting Started with Learn

By the end of the module, participants should be able to:

- Identify the key features and core functions of the Blackboard Learn user interface.
- Reflect on the different models of learning environments that span the continuum between face-to-face learning and purely distance learning.
- Recognize what makes for clear course navigation and begin planning how you will set up your course to provide clear navigation for students.

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Experience</th>
<th>Ultra Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Overview (Global Navigation, Tabs &amp; Modules, etc.)</td>
<td>Navigation Overview (sidebar, layers, etc.)</td>
</tr>
<tr>
<td>My Blackboard, Notifications, Email, and Messages</td>
<td>Activity Stream (Filter and customize)</td>
</tr>
<tr>
<td>Cloud Profiles and Social Learning Tools</td>
<td>Profile and Privacy Settings</td>
</tr>
<tr>
<td>Course Navigation</td>
<td>Dual Course Mode (Original and Ultra Course Views)</td>
</tr>
<tr>
<td>Course Menu &amp; Course Customization</td>
<td>Single Course Mode (Only Original OR Ultra Course View)</td>
</tr>
<tr>
<td>Student Preview</td>
<td>Ultra Course Structure</td>
</tr>
<tr>
<td>Announcements, Instructor Contact Information</td>
<td>Calendar</td>
</tr>
<tr>
<td>Calendar</td>
<td>Messages</td>
</tr>
<tr>
<td></td>
<td>Course Tools</td>
</tr>
</tbody>
</table>

Module T2: Presenting Dynamic Content

By the end of the module, participants should be able to:

- Recognize and demonstrate the range of tools that can be used to create dynamic learning content within a course.
- Identify best practices to organize and add course content.
## Module T2: Presenting Dynamic Content

### Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Course Organization</td>
<td>• Course Content Items</td>
</tr>
<tr>
<td>• Items, Folders, Learning Modules, and Lesson Plans</td>
<td>o Document Creation and Editing</td>
</tr>
<tr>
<td>• Content Editor</td>
<td>o Add Rich Media</td>
</tr>
<tr>
<td>• Accessibility</td>
<td>o Folders</td>
</tr>
<tr>
<td>• Mashups (e.g., YouTube™, SlideShare™, and Flickr™)</td>
<td>o Links</td>
</tr>
<tr>
<td>• Course Links, Tool links, and Web Links</td>
<td>o Files</td>
</tr>
<tr>
<td>• Course Files: Upload, Organize, and Overwrite</td>
<td>o Teaching Tools with LTI Connection</td>
</tr>
<tr>
<td>• Course Content Items</td>
<td>• Course Tools</td>
</tr>
</tbody>
</table>

## Module T3: Monitoring and Retaining Students

### Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Achievements</td>
<td>• Student Activity Reports</td>
</tr>
<tr>
<td>• Review Status</td>
<td>• Due Date Accommodations</td>
</tr>
<tr>
<td>• Adaptive Release</td>
<td>• Goal Alignment</td>
</tr>
<tr>
<td>• Retention Center</td>
<td>• Monitor Grades</td>
</tr>
<tr>
<td>• Performance Dashboard</td>
<td>• Activity Stream Performance Alerts</td>
</tr>
<tr>
<td>• Track Content Access via Course Statistics</td>
<td>• Message Students on Performance</td>
</tr>
<tr>
<td>• Student and Course Activity Reports</td>
<td>• Monitor Activity Conversations</td>
</tr>
</tbody>
</table>

By the end of the module, participants should be able to:

- Identify some of the reasons students are not successful in online classes.
- Compare and identify the tools available to enable the monitoring of learner performance that permits timely intervention and retention.
- Relate learner performance to a range of reporting options.
Module T4: Designing Engaging Discussions

By the end of the module, participants should be able to:
- Identify and discuss the advantages of using discussions within online courses.
- Recognize and explore different tools to promote discussions.
- Discuss effective question design and netiquette guidelines.

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Forums, Blogs, and Journals</td>
<td></td>
</tr>
<tr>
<td>- Create, Manage, and Grade</td>
<td></td>
</tr>
<tr>
<td>- Advanced Discussion Settings</td>
<td></td>
</tr>
<tr>
<td>- Group Discussions</td>
<td></td>
</tr>
<tr>
<td>- My Blackboard Posts</td>
<td></td>
</tr>
<tr>
<td>- Discussions and Conversations</td>
<td></td>
</tr>
<tr>
<td>- Filter for Grading and Engagement</td>
<td></td>
</tr>
<tr>
<td>- Create, Manage, and Monitor, and Grade</td>
<td></td>
</tr>
<tr>
<td>- Discussion Settings</td>
<td></td>
</tr>
<tr>
<td>- Group Discussions</td>
<td></td>
</tr>
<tr>
<td>- Activity Stream New Discussion Posts &amp; Replies</td>
<td></td>
</tr>
</tbody>
</table>

Module T5: Assignments and Rubrics

By the end of the module, participants should be able to:
- Review the stages of the assessment cycle.
- Distinguish between formative and summative assessment methods and relate these to good practice in course design.
- Identify use cases for rubrics in grading and activity design

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Assignments</td>
<td></td>
</tr>
<tr>
<td>- Create, Manage, and Grade</td>
<td></td>
</tr>
<tr>
<td>- Inline Grading</td>
<td></td>
</tr>
<tr>
<td>- Create and Link Rubrics</td>
<td></td>
</tr>
<tr>
<td>- Individual and Group Assignments</td>
<td></td>
</tr>
<tr>
<td>- SafeAssignments™ and SafeAssign Reports</td>
<td></td>
</tr>
<tr>
<td>- Rubrics</td>
<td></td>
</tr>
<tr>
<td>- Assignments</td>
<td></td>
</tr>
<tr>
<td>- Create, Manage, and Grade</td>
<td></td>
</tr>
<tr>
<td>- Inline Grading</td>
<td></td>
</tr>
<tr>
<td>- Create and Link Rubrics</td>
<td></td>
</tr>
<tr>
<td>- Individual and Group Assignments</td>
<td></td>
</tr>
<tr>
<td>- Assignment Conversations</td>
<td></td>
</tr>
<tr>
<td>- Student Activity Report</td>
<td></td>
</tr>
<tr>
<td>- Rubrics</td>
<td></td>
</tr>
</tbody>
</table>
Module T6: Assessments

By the end of the module, participants should be able to:

- Review the distinctive stages of the assessment cycle.
- Distinguish between formative and summative assessment methods and relate these to good practice in course design.

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Tests and Surveys</td>
<td>Create Tests</td>
</tr>
<tr>
<td>Question Types: Auto Graded and Instructor Graded</td>
<td>Question Types: Auto Graded and Instructor Graded</td>
</tr>
<tr>
<td>Reuse Questions: Pools, Random Blocks, and Question Sets</td>
<td>Deploy Tests</td>
</tr>
<tr>
<td>Advanced Test Creation Settings</td>
<td>Grade Tests</td>
</tr>
<tr>
<td>Deploy Tests and Student Exceptions</td>
<td>Conversations</td>
</tr>
<tr>
<td>Due Date Exceptions</td>
<td>Due Date Exceptions</td>
</tr>
<tr>
<td>View Assessment Item Analysis Statistics</td>
<td>Student Activity Report</td>
</tr>
</tbody>
</table>

Module T7: Deeper Dive (Choose One)

By the end of the module, participants should:

- Analyze what makes for a strong online community and course tools to promote the community.
- Identify ways to best incorporate groups online along with ways to assess group participation or contribution.
- Examine Portfolio Use Cases and incorporate into learning activities.

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portfolios and Wikis</td>
<td>Portfolios (exist outside of courses)</td>
</tr>
<tr>
<td>Create and Manage Groups</td>
<td>Groups Overview</td>
</tr>
<tr>
<td>Advanced Group Creation and Management</td>
<td>Group Discussions</td>
</tr>
<tr>
<td>Group Tools</td>
<td>Group Assignments</td>
</tr>
<tr>
<td>Group Options for Adaptive Release and Smart Views</td>
<td>Group Grading</td>
</tr>
<tr>
<td>Monitor Participation and Grading</td>
<td></td>
</tr>
</tbody>
</table>
Module T8: Master the Grade Center / Gradebook

By the end of the module, participants should be able to:

- Configure course grading to make it easier for students to understand their performance.
- Identify and manipulate Grade Center / Gradebook features to enhance the ability to monitor learner performance.
- Customize course grading to increase instructor efficiency.

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columns and Manual Grade Entry</td>
<td>Item List and Student Grid Views</td>
</tr>
<tr>
<td>Configure Default Total or Weighted Total Columns</td>
<td>Overall Grade Setup</td>
</tr>
<tr>
<td>Column Options and Organization</td>
<td>Add Columns</td>
</tr>
<tr>
<td>Anonymous &amp; Delegated Grading</td>
<td>o Calculations</td>
</tr>
<tr>
<td>Grading Periods and Smart Views</td>
<td>o Items</td>
</tr>
<tr>
<td>Letter Schemas</td>
<td>Post Grades and Feedback Comments</td>
</tr>
<tr>
<td>Add Additional Calculated Columns</td>
<td>Grading Schema</td>
</tr>
<tr>
<td>Grading Exceptions &amp; Color Coding</td>
<td>Grade from Activity</td>
</tr>
<tr>
<td>Download Grade Center to Excel</td>
<td>Assign, Edit, and Post Grades from</td>
</tr>
<tr>
<td>Grade from Activity</td>
<td>Submission List Page or Gradebook</td>
</tr>
<tr>
<td></td>
<td>Global Grades Area</td>
</tr>
</tbody>
</table>

Module T9: Student App for Original and Ultra Courses

By the end of the module, participants should be able to:

- Download app from the app store.
- Configure your mobile device for your institution.
- Best practices for end user use of the app.

Sample Module Topics

- Design for Mobile Learning
- View Content from within the App
- Participate in Discussions
- Submit Assignment (include attaching files)
- Take a test as a Student
- Participate in Collaborate Sessions
Module T10: Mentoring

By the end of the module, participants should be able to:

- Identify a specific use case or area requiring greater understanding.
- Work with the consultant to find a solution.
- Master the given topic.

Sample Module Topics

- Topic to be determine and agreed upon prior to scheduled session or onsite.
- Consultant is available to provide guidance and instruction to complete a given scenario.

Module T11: Content Repositories for Original Experience

By the end of the module, participants should be able to:

- Compare and contrast Blackboard Open Content (formerly xpLor) and Learn Content Collection
- Define the key features of the Content Collection.
- Discover the advantages of the Content Collection in terms of efficiency for file and content usage.
- Examine collaboration options amongst users within the Content Collection

Sample Module Topics

<table>
<thead>
<tr>
<th>Original Course</th>
<th>Ultra Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Content Collection</td>
<td>• Not Applicable</td>
</tr>
<tr>
<td>o Content Collection Folders</td>
<td></td>
</tr>
<tr>
<td>o Options for Uploading Files</td>
<td></td>
</tr>
<tr>
<td>o Overwriting Files</td>
<td></td>
</tr>
<tr>
<td>o Permissions, Versions, and Tracking</td>
<td></td>
</tr>
<tr>
<td>o Passes</td>
<td></td>
</tr>
<tr>
<td>o Bookmarks and Search Options</td>
<td></td>
</tr>
<tr>
<td>• Blackboard Open Content</td>
<td></td>
</tr>
<tr>
<td>o Create Items, discussions, and assessments</td>
<td></td>
</tr>
<tr>
<td>o Link to from within course</td>
<td></td>
</tr>
</tbody>
</table>
Module T12: Converting Original Course to Ultra Course

PREREQUISITE: Participants should have a basic understanding of Original and Ultra Course Content, Assessments, and Grades

By the end of the module, participants should be able to:
- Understand the differences between Original and Ultra Courses.
- Examine features unique or common to Original and Ultra Courses
- Understand value of course preparation for conversion.

Sample Module Topics

- Compare Original and Ultra Course
- Prepare an Original Course to be converted to Ultra Course
  - Convert Blogs and Journals to Discussions
  - Assignments
  - Discussions
  - Repurpose Wiki activities
  - Update Tests, Pools, Surveys
  - Reorganize
- Item to Document Conversions
- Ultra Preview Prompt (Convert Wizard)
  - Review Conversion Analysis
- Perform Quality Assurance Check
- Make modifications to Ultra Course
Administrator Modules

### Module A1: Users

<table>
<thead>
<tr>
<th>By the end of the module, participants should be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Create, edit, and manage users</td>
</tr>
<tr>
<td>- Understand the function of all Blackboard Role types (Institution, System, Course/Organization)</td>
</tr>
<tr>
<td>- Edit and customize privileges of roles to suit local needs</td>
</tr>
<tr>
<td>- Understand general differences/limitations between GUI user management and Data Integration</td>
</tr>
</tbody>
</table>

#### Sample Module Topics

- Customize User Information
- Navigate User Administration *
- Troubleshoot and Search *
- Create User Accounts Manually and Batch *
- Edit User Accounts *
- Understand the Function of Roles *
- Customize Roles by Editing Privileges

### Module A2: Course/Organization Management & Enrollments

<table>
<thead>
<tr>
<th>By the end of the module, participants should be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Create and manage courses/organizations</td>
</tr>
<tr>
<td>- Enroll users and manage enrollments</td>
</tr>
<tr>
<td>- Identify naming schema for courses/organizations</td>
</tr>
<tr>
<td>- Understand backup, copy and restore functions</td>
</tr>
<tr>
<td>- Understand and apply the use of Terms on courses</td>
</tr>
<tr>
<td>- Understand general differences/limitations between GUI course/organization management and Data Integration</td>
</tr>
</tbody>
</table>

#### Sample Module Topics

- Navigate Course/Organization Administration *
- Troubleshoot and Search *
- Create Courses/Organizations
- Edit Course/Organization Basic Settings
- Create Courses/Organizations Manually and Batch *
- Enroll Users in Courses/Organizations Manually and Batch (course mergers) *
- Course Catalog (Original Base Navigation Only)
- Create Terms and Associate Courses

* Administration Modules topic recommended for Support Staff
Module A3: Tools & Utilities; Institutional Hierarchy, and Domains

By the end of the module, participants should be able to:
- Describe reporting capabilities
- Configure system wide settings
- Distinguish between Domains and Institutional Hierarchy to delegate system administrator functionality while limiting access to certain areas of the platform

Sample Module Topics
- Configure Building Blocks and LTI
- Implement Enterprise Surveys *
- Check System Reports & Logs *
- Configure Institutional Hierarchy and/or Domain

Module A4: Ultra Base Navigation

By the end of the module, participants should be able to:
- Understand impact of enabling Ultra Base Navigation
- Discuss course options for Ultra Courses or Ultra & Original Courses

Sample Module Topics
- Enable Ultra
- Brand options
- Work with one Administrator Panel for Original and Ultra Base Navigation
- Configure course options for Ultra and/or Original
- Support Original Only Courses; Ultra Only Courses, or Original and Ultra Courses (Dual Mode)

Module A5: Original Base Navigation Institution Roles and Branding

By the end of the module, participants should be able to:
- Identify how Institution Roles are used to target content
- Explore options to brand the Learn platform

Sample Module Topics
- Configure Institution Roles
- Create and Manage Default Brand and Multiple Brands

* Administration Modules topic recommended for Support Staff
### Module A6: Original Base Navigation Tabs and Modules

By the end of the module, participants should be able to:
- Design a sample Tab & Module structure
- Target content using Institution Roles

**Sample Module Topics**
- Create, Manage, and Target Tabs and Modules
- Test from End User Perspective

### Module A7: Original Course/Organization Settings and Tools & Utilities

By the end of the module, participants should be able to:
- Configure Goals for usage at the course level
- Manage Settings and Tools unique to Original Courses/Organizations

**Sample Module Topics**
- Configure Original Course/Organization Default Settings (Both Module and Tools panel) *
- Configure and Manage
  - Achievements
  - IP Test Filtering
  - Language Packs
  - Goals
  - Social Tools

### Module A8: Manage Content Collection, Blackboard Drive, and Display & Technical Settings

By the end of the module, participants should be able to:
- Describe Content Collection use cases
- Identify Content Collection access points in Original and/or Ultra Base Navigation
- Customize settings to meet institution policies
- Upload and manage content

* Administration Modules topic recommended for Support Staff

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## Module A8: Manage Content Collection, Blackboard Drive, and Display & Technical Settings

**Sample Module Topics**

- Content Collection Overview (My Content, Courses, Organization, and Institution Areas)
- Copy, Archive, and Export Options for Original Courses/Organizations
- Configure and Customize Content Collection Availability and Options
- Leverage WebDAV and Blackboard Drive *
- Upload, Manage and Provide Correct Permissions for Content Access *
- Manage Content Over Time as It Relates to User and Course System Availability *
- Resolve Orphaned Content, Permission Issues and Broken Links *

## Module A9: Portfolios

**By the end of the module, participants should be able to:**

- Identify portfolio use cases
- Explore portfolio templates
- Discuss if Institution Roles are required to limit access

**Sample Module Topics**

- Access Portfolios in Original or Ultra Base Navigation
- Configure Portfolios and Portfolio Templates
- Explore Portfolio Building
- Develop Portfolio Templates

## Module A10: Blackboard Open Content (Formerly Known as xpLor)

**By the end of the module, participants should be able to:**

- Compare and contrast use cases for xpLor and the Content Collection
- Configure xpLor connection with Blackboard Learn

**Sample Module Topics**

- Configure and Register Blackboard Open Content
- Use Cases for Content Management and/or Blackboard Open Content *
Module A11: Custom Administration

By the end of the module, participants should be able to:

- Identify unique needs specific to your institution's implementation of Learn

Sample Module Topics May Include but are Not Limited to

- Further Exploration of Specific Topics Pulled from Other Modules
- Discussion of General Administrative Policies and Management
- Execution of Specific Tools and/or Functionality
- Build Sample Brands/Tabs/Modules for Testing and Sharing With Institution Focus Groups
- Etc.

Module A12: Support Resources and Help

By the end of the module, participants should be able to:

- Find answers using Blackboard resources
- Learn about Blackboard user communities (outside and inside of Blackboard)
- Learn how to gain access to early releases of course enhancements
- Understand support processes as provided via Behind the Blackboard
- Learn about additional support services via Blackboard Consulting

Sample Module Topics

- Help Site
- User Groups
- Blackboard Community Site
- CourseSites & Educator Preview

Module A13: Manage Updates and Configurations

By the end of the module, participants should be able to:

- Check Building Blocks/LTI including status and settings
- Check Cloud Connector status and settings
- Distinguish between System and Building Block updates
- Prioritize upgrades
- Identify updates that might impact known issues
- Install Building Block (Self-Hosted or Managed Hosted)
- Request Building Block install on Plus and Advantage SaaS platforms
### Module A13: Manage Updates and Configurations

#### Sample Module Topics

- Use the Help Site Product Release Notes
- Check Existing Configurations, Status, and Settings
- Identify Updates that Could Address Existing/Known User Issues

### Module A14: Help Desk Basic Support*

#### Sample Module Topics

- Search for Users and Update Passwords
- Check User Course/Organization Enrollments
- Search for Courses/Organizations
- Understand Enrollment Options Based on Institution Integration if Applicable
- Assist Users with Base Navigation
- Navigate and Assist End Users with Blackboard Help Site
- Assist Users with Common Course/Organization Questions such as:
  - Entering a Course/Organization
  - Making a Course/Organization Available
  - Taking an Assessment
  - Submitting an Assignment
  - Clear Assessment Attempt
  - Clear Assignment Attempt
  - Participating in Course/Organization Communication Tools in Original and/or Ultra Courses

* Administration Modules topic recommended for Support Staff