Duration

This workshop is delivered onsite in two engagements. Each onsite engagement is 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 own training and implementation needs. Choose up to fourteen (14) of the modules listed below to form two custom 3½ day experiences that best address your audiences' needs and institution's adoption strategy. You may choose fourteen different modules or repeat some modules for different groups.

Example One: An institution needs to train one group of teachers, one group of administrators, and one group of Help Desk support personnel.

- First 3½ days
  - Select 7 modules out of the teaching module set and deliver over 3½ days.
- Second 3 ½ days
  - Select 6 modules out of the administration module set and deliver in 3 days
  - Select the Help Desk Basic Support module to deliver in ½ day.

Example Two: An institution needs to train four groups of teachers in basic course functionality and two groups in advanced functionality. The latter group already has some basic course experience.

- First 3½ days
  - Choose 2 basic modules from teaching module set and repeat for two different audiences on 2 consecutive days.
  - Choose 3 advanced modules from teaching module set and deliver over 1½ days.
- Second 3 ½ days repeat
  - Choose 2 basic modules from teaching module set and repeat for two different audiences on 2 consecutive days.
  - Choose 3 advanced modules from teaching module set and deliver over 1½ days.

Who Should Attend

Teaching Modules: These modules are intended for Instructors, Course Builders, and Support Personnel who will be creating, 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, management of 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 to 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 the numerous course-building, assessment, and communication tools available in Blackboard Learn. A variety of activities and best-practice discussions provide a thorough understanding of how to manage teaching tasks efficiently 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.
Module List (Click the module name to jump to that section.)

Teaching Modules  ...................................................................................................................... 4
Module T1: Getting Started with Learn ..................................................................................... 4
Module T2: Presenting Dynamic Content .................................................................................. 4
Module T3: Monitoring and Retaining Students ....................................................................... 5
Module T4: Designing Engaging Discussions ........................................................................... 6
Module T5: Assignments and Rubrics ....................................................................................... 6
Module T6: Assessments ........................................................................................................... 7
Module T7: Deeper Dive (Choose One) .................................................................................... 7
Module T8: Master the Grade Center / Gradebook ................................................................. 8
Module T9: Student App for Original and Ultra Courses ......................................................... 8
Module T10: Mentoring ............................................................................................................. 9
Module T11: Content Repositories for Original Experience .................................................... 9
Module T12: Converting Original Course to Ultra Course ....................................................... 10
Administrator Modules ........................................................................................................ 11
Module A1: Users .................................................................................................................... 11
Module A2: Course/Organization Management & Enrollments ............................................. 11
Module A3: Tools & Utilities; Institutional Hierarchy, and Domains ..................................... 12
Module A4: Ultra Base Navigation .......................................................................................... 12
Module A5: Original Base Navigation Institution Roles and Branding ................................. 12
Module A6: Original Base Navigation Tabs and Modules ....................................................... 13
Module A7: Original Course/Organization Settings and Tools & Utilities ............................ 13
Module A8: Manage Content Collection, Blackboard Drive, and Display & Technical Settings .............................................................................................................................................. 13
Module A9: Portfolios ............................................................................................................. 14
Module A10: Blackboard Open Content (Formerly Known as xpLor) .................................... 14
Module A11: Custom Administration ....................................................................................... 15
Module A12: Support Resources and Help .............................................................................. 15
Module A13: Manage Updates and Configurations ................................................................ 15
Module A14: Help Desk Basic Support* .................................................................................. 16
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>Course Tools</td>
<td></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>
</tbody>
</table>

### Module T3: Monitoring and Retaining Students

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.

#### 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>
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>Discussions and Conversations</td>
</tr>
<tr>
<td>Create, Manage, and Grade</td>
<td>Filter for Grading and Engagement</td>
</tr>
<tr>
<td>Advanced Discussion Settings</td>
<td>Create, Manage, and Monitor, and Grade</td>
</tr>
<tr>
<td>Group Discussions</td>
<td>Discussion Settings</td>
</tr>
<tr>
<td>My Blackboard Posts</td>
<td>Group Discussions</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>Assignments</td>
</tr>
<tr>
<td>o Create, Manage, and Grade</td>
<td>o Create, Manage, and Grade</td>
</tr>
<tr>
<td>o Inline Grading</td>
<td>o Inline Grading</td>
</tr>
<tr>
<td>o Create and Link Rubrics</td>
<td>o Create and Link Rubrics</td>
</tr>
<tr>
<td>o Individual and Group Assignments</td>
<td>o Individual and Group Assignments</td>
</tr>
<tr>
<td>o SafeAssignments™ and SafeAssign Reports</td>
<td>o Assignment Conversations</td>
</tr>
<tr>
<td>o Rubrics</td>
<td>o Student Activity Report</td>
</tr>
<tr>
<td>Rubrics</td>
<td>Rubrics</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

**Original Course**

- Columns and Manual Grade Entry
- Configure Default Total or Weighted Total Columns
- Column Options and Organization
- Anonymous & Delegated Grading
- Grading Periods and Smart Views
- Letter Schemas
- Add Additional Calculated Columns
- Grading Exceptions & Color Coding
- Download Grade Center to Excel
- Grade from Activity

**Ultra Course**

- Item List and Student Grid Views
- Overall Grade Setup
- Add Columns
  - Calculations
  - Items
- Post Grades and Feedback Comments
- Grading Schema
- Grade from Activity
- Assign, Edit, and Post Grades from Submission List Page or Gradebook
- Global Grades Area

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></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>
<tr>
<td></td>
<td>Not Applicable</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

<table>
<thead>
<tr>
<th>Module A1: Users</th>
<th>Return to Module Lists</th>
</tr>
</thead>
<tbody>
<tr>
<td>By the end of the module, participants should be able to:</td>
<td></td>
</tr>
<tr>
<td>• Create, edit, and manage users</td>
<td></td>
</tr>
<tr>
<td>• Understand the function of all Blackboard Role types (Institution, System, Course/Organization)</td>
<td></td>
</tr>
<tr>
<td>• Edit and customize privileges of roles to suit local needs</td>
<td></td>
</tr>
<tr>
<td>• Understand general differences/limitations between GUI user management and Data Integration</td>
<td></td>
</tr>
<tr>
<td><strong>Sample Module Topics</strong></td>
<td></td>
</tr>
<tr>
<td>• Customize User Information</td>
<td></td>
</tr>
<tr>
<td>• Navigate User Administration *</td>
<td></td>
</tr>
<tr>
<td>• Troubleshoot and Search *</td>
<td></td>
</tr>
<tr>
<td>• Create User Accounts Manually and Batch *</td>
<td></td>
</tr>
<tr>
<td>• Edit User Accounts *</td>
<td></td>
</tr>
<tr>
<td>• Understand the Function of Roles *</td>
<td></td>
</tr>
<tr>
<td>• Customize Roles by Editing Privileges</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module A2: Course/Organization Management &amp; Enrollments</th>
<th>Return to Module Lists</th>
</tr>
</thead>
<tbody>
<tr>
<td>By the end of the module, participants should be able to:</td>
<td></td>
</tr>
<tr>
<td>• Create and manage courses/organizations</td>
<td></td>
</tr>
<tr>
<td>• Enroll users and manage enrollments</td>
<td></td>
</tr>
<tr>
<td>• Identify naming schema for courses/organizations</td>
<td></td>
</tr>
<tr>
<td>• Understand backup, copy and restore functions</td>
<td></td>
</tr>
<tr>
<td>• Understand and apply the use of Terms on courses</td>
<td></td>
</tr>
<tr>
<td>• Understand general differences/limitations between GUI course/organization management and Data Integration</td>
<td></td>
</tr>
<tr>
<td><strong>Sample Module Topics</strong></td>
<td></td>
</tr>
<tr>
<td>• Navigate Course/Organization Administration *</td>
<td></td>
</tr>
<tr>
<td>• Troubleshoot and Search *</td>
<td></td>
</tr>
<tr>
<td>• Create Courses/Organizations</td>
<td></td>
</tr>
<tr>
<td>• Edit Course/Organization Basic Settings</td>
<td></td>
</tr>
<tr>
<td>• Create Courses/Organizations Manually and Batch *</td>
<td></td>
</tr>
<tr>
<td>• Enroll Users in Courses/Organizations Manually and Batch (course mergers) *</td>
<td></td>
</tr>
<tr>
<td>• Course Catalog (Original Base Navigation Only)</td>
<td></td>
</tr>
<tr>
<td>• Create Terms and Associate Courses</td>
<td></td>
</tr>
</tbody>
</table>

* 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

© 2017 Blackboard Inc. All rights reserved
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 *

* Administration Modules topic recommended for Support Staff

© 2017 Blackboard Inc. All rights reserved
### 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*

*Administration Modules topic recommended for Support Staff*

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

- Answer basic questions from end users
- Escalate problems per institution guidelines
- Explore Building Blocks such as Impersonate or Log In As Another User for troubleshooting

**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