

Blackboard

Online Collaboration For Organizational Training And Development



The only collaboration solution designed expressly for training and education, Blackboard Collaborate is a comprehensive, open platform that supports a wide spectrum of collaboration. With Blackboard Collaborate, organizations, employees, and training professionals can communicate, interact, and truly engage with each other—formally and informally—anywhere, anytime.

Regardless of industry, today's dynamic global economy has increased the need for organizational training more than ever. From high-tech and life science to manufacturing and government, efficient, cost-effective training and employee development are necessary for not only day-to-day operations but also for meeting strategic business objectives.

What factors are reshaping the way organizations approach training and learning?

- › More competitive, fast-paced, information-driven business environment
- › Need to streamline the workforce and accelerate onboarding process
- › Global workforce working collaboratively and virtually
- › Retention and success planning remain an important focus
- › Budgetary restrictions on costly travel and time away from the office
- › Enabling access to training resources from mobile devices

In this environment, organizations require a solution that will help them meet the needs of all their stakeholders: employees, customers, and partners. And this solution must enable real-time, online learning and collaboration in ways that are engaging, convenient, personal, and scaled to the extended enterprise.

Blackboard Collaborate: A Learning and Collaboration Platform

The only collaboration solution designed for learning, the Blackboard Collaborate™ platform supports a wide spectrum of collaboration, enabling organizations, employees, and training professionals to communicate, interact, and truly engage with each other.

- › **Web Conferencing** virtual classroom training, seminars, group meetings, informal collaboration, employee development from their desktop
- › **Mobile Collaboration** participation in live training or meetings via mobile devices and tablets
- › **Enterprise Instant Messaging** immediate information sharing, ad-hoc meetings and collaboration
- › **Voice Authoring** enriched engagement by adding voice to asynchronous elements of online learning
- › **LMS Integration** seamless integration with Blackboard Learn
- › **Professional Services** aligning people, process, and technology to facilitate client success

With Blackboard Collaborate, organizations can go beyond just delivering formal training with:

- › Corporate universities
- › Organizational meetings
- › Leadership and employee development
- › Employee coaching and mentoring
- › Team projects
- › Event and training recording and archiving
- › Critical customer and community announcements
- › Business continuity during disasters, pandemics or other disruptions
- › Ad hoc meetings and collaboration
- › Employee-to-employee communication
- › For-fee customer training offerings

With so many uses, the versatility of Blackboard Collaborate means that organizations are able to quickly achieve a return on their investment that is strong and clear.

Harness Technology To Improve Learning	Keep Costs Down	Reach Business Objectives Faster
<ul style="list-style-type: none"> › Greater engagement › Informal, anytime learning › Improved communication › Continuous learning › On-demand, asynchronous learning › Improved training retention › Convenient access to learning › Global collaboration 	<ul style="list-style-type: none"> › Travel savings › Less costly meetings and events › Decreased time away from job › More efficient employee development › Reduced turnover rates › Expedited onboarding process 	<ul style="list-style-type: none"> › Customer training revenue › Faster adoption of business-critical applications › Increased sales productivity and wins › Improved partner, channel and sales mindshare › More productive workforce

Blackboard Collaborate Web Conferencing

Web conferencing is the core of the Blackboard Collaborate platform and is designed and optimized for online training and learning in a business or government setting. Blackboard Collaborate web conferencing promotes active learner engagement and adds a personal touch to interactions with and between individuals, whatever their learning styles and needs.

The result: Enhanced training and organizational development opportunities, improved knowledge transfer, and increased employee productivity and retention in a world where there's a growing focus on organizational accountability. And in today's uncertain economic environment, Blackboard Collaborate also helps organizations meet their financial objectives.

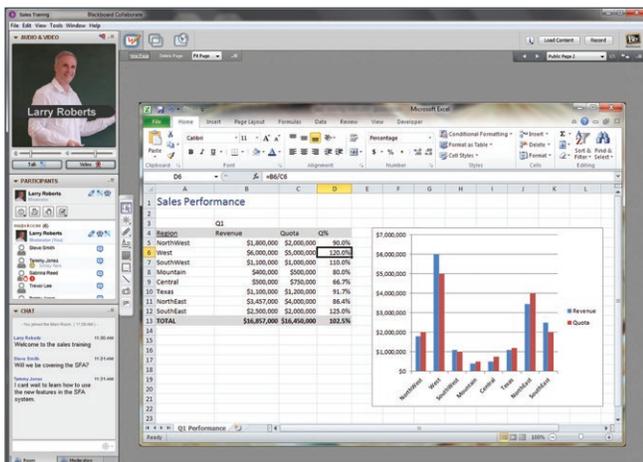
Capabilities and Key Features

The Basics

- › Communication via VoIP audio, teleconference, multi-point video, and text chat
- › Mobile access for participants
- › Whiteboard with annotations
- › Rich content use, including Office applications, multi-media like video clips
- › Ability to show web pages
- › Application and desktop sharing
- › Tools for interactivity, such as surveys, polling, and “emotional” indicators
- › Controlled access, restricted to legitimate participants
- › Recording and archiving
- › On-demand, asynchronous viewing

Built for Training and Education

- › Multiple, simultaneous presenters without need to pass control
- › Video conference with multiple-camera support and automatic follow the speaker
- › Echo cancellation for more natural conversations – no headsets or costly speakerphones required
- › Guided web tours
- › Easy management of public/private chat in single window
- › Easy management of participant permissions
- › Multi-user, object-oriented whiteboard
- › Moderator awareness: who's present, interacting, or experiencing technical difficulties
- › Easily-configured, richly-featured breakout rooms
- › In-session quizzes for competency and certification
- › Pre-built lesson plans with interactivity, content, and media
- › Ability to publish session recordings in MP3/MP4 formats accessible from desktop or any mobile device
- › Cross-platform and low bandwidth support
- › Deep integration with Blackboard Learn
- › Session timers to manage session flow
- › Open API for custom integration with portals and applications
- › Broad range of assistive features for those with disabilities



Blackboard Collaborate Mobile Web Conferencing

Today's employees are no longer confined to offices and cubicles. They are on the move with smartphones and tablets in hand, and they expect access from wherever they are. The ability to attend meetings and training and access session recordings using their mobile devices is a priority. Blackboard Collaborate mobile web conferencing meets the needs of organizations by enabling access for anyone, anywhere, so employees can collaborate and learn on the go.

With Blackboard Collaborate mobile, participants can easily join a live web conference using any of the typical ways—email link, calendar invite, or even LMS join link. Once there, participants can view visual session content and communicate via text chat and audio, and interact in many different ways, replicating the physical experience of a meeting or training session.

Capabilities and Key Features

- › Communicate via text chat and audio
- › View whiteboard content, annotations and shared applications
- › Respond to yes/no and multiple-choice questions
- › Use emoticons to indicate laughter, confusion, or approval
- › Display “raised hand” to indicate question or comment.
- › View names, polling responses, and emoticons of other session members
- › Place participants into breakout rooms for small group work or discussion
- › Set Away status when stepping away from session
- › See which participants are attending from a mobile device
- › Join live sessions from any LMS, such as Blackboard Learn, running in browser on mobile device



Blackboard Collaborate Enterprise Instant Messaging

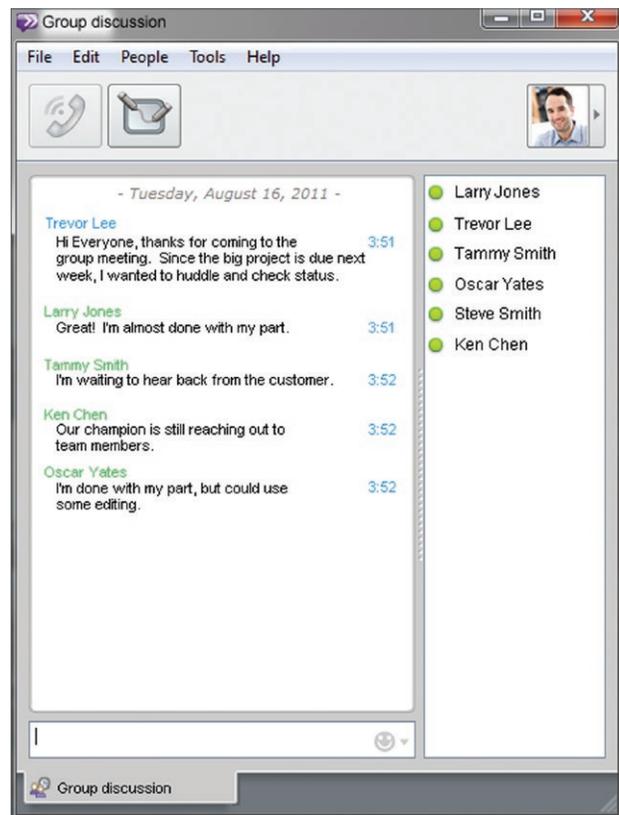
Blackboard Collaborate enterprise instant messaging provides enhanced opportunities for employee-to-employee and manager-to-employee engagement. With enterprise instant messaging, organizations can create a social network to support informal (yet rich and engaging) ad hoc meetings and collaboration sessions—all initiated through presence and instant messaging.

Enterprise instant messaging facilitates communication and collaboration, organization wide and beyond. Workforce, trainers, and management can instantly connect via chat, video, and desktop sharing. With a single click, users can invite others to IM, talk, or join a full web conferencing session.



Capabilities and Key Features

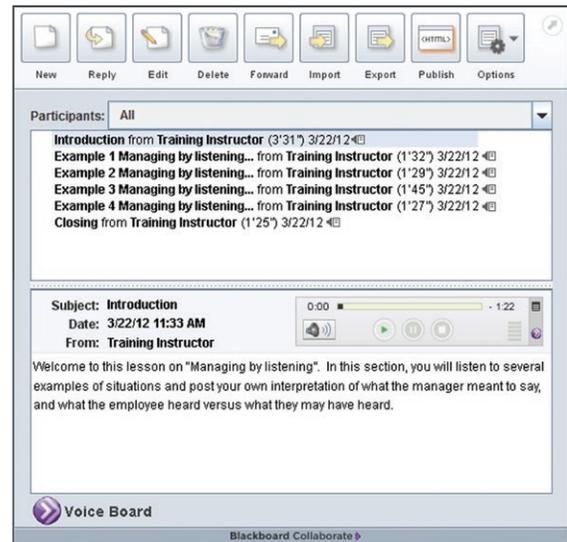
- › Presence and instant messaging to find others and interact on demand
- › Desktop video conferencing and VoIP audio for cost-effective, informal meetings
- › Integration with Blackboard Learn and other systems for complete directory of employees
- › Convenient, ad hoc network invitations and broadcast notifications
- › Whiteboard with built-in learning objects and templates
- › Application sharing for quick collaboration and training
- › Ability to launch a web conferencing session while chatting using instant messaging



Blackboard Collaborate Voice Authoring

Blackboard Collaborate voice authoring makes the learning process more interesting and engaging, adding a human, personal touch even when interaction is not “live.” With voice authoring, trainers can add voice instructions, annotation, and commentary to web pages, and can also provide personalized coaching, feedback, and assessments to online training delivered through Blackboard Learn.

Voice annotation is especially useful for those who learn better audibly. Voice authoring capabilities include the ability to create and upload podcasts, providing ongoing and asynchronous learning opportunities for learners on the go. With threaded voice discussion boards, online learners can add vocal comments, ask for clarification, and raise new points, making asynchronous, self-paced learning more engaging and interactive.



Capabilities and Key Features

- › Post and listen to voice messages within discussion boards
- › Annotate web pages with messages
- › Create or upload podcasts for user subscription
- › Send and listen to voice content through email messages
- › Record and listen to voice on a web page

Blackboard Collaborate: Meeting the Needs of Today's IT Organizations

- › Scalability to meet the needs of organizations of all sizes, and scales on demand
- › Security for encrypted session communications
- › Reliability – 99.9% QoS
- › Reduced upfront hardware outlays and lower ongoing costs for power, bandwidth, and infrastructure support personnel
- › Low-bandwidth support, dial-up connections provides availability for all users without having to make special accommodations
- › Integration with Blackboard Learn
- › Rich APIs for seamless integration with other learning management systems, portals, or applications
- › Multi-use system within a single platform for training, virtual classes, meetings, team projects, auditorium-style events, and more
- › Seamless workflow for recording, converting, and publishing web conferencing sessions in industry-standard formats
- › Web-based system administration capabilities for managing user accounts, collaboration settings, and usage and attendance reporting
- › Multi-platform support for Windows, Mac, Linux, Solaris
- › Multi-browser support for Internet Explorer, Firefox, Google Chrome, Opera, and Safari
- › Support for business continuity in times of disaster, pandemics, and other emergencies

Integrating with Blackboard Learn

Blackboard Learn is a suite of online learning and professional development solutions that engages professionals and drives knowledge retention. It will help provide the critical skills employees need to achieve real-world business results.

Through deep integration with Blackboard Learn, Blackboard Collaborate adds a real-time or synchronous option to your learning programs, enabling organizations to deliver more effective, blended learning that includes live and self-paced, conveniently accessible from a single point.

Maximizing Benefits with Blackboard Collaborate Professional Services

To achieve the full benefits of a collaboration solution, organizations must think strategically about the deployment, adoption, and uses of their learning environment. Blackboard Collaborate on-staff consultants work closely with you to determine organizational and training goals and needs and build the pathways required to meet them. Blackboard Collaborate is focused on creating real world use cases that are practical, proven, and measurable.

- › **Implementation Services** grow adoption, maximize investment, and measure success with solutions that include mentorship, education, and knowledge management.
- › **Technical Services** enable your training initiatives to run more effectively and efficiently by creating one integrated solution customized to meet your needs
- › **Learning Services** help you deliver more engaging online learning with live online or onsite workshops, asynchronous training modules, user guides, and certification programs.

Blackboard Collaborate: Built for Training and Organizational Development

In today's world, technology that promotes engagement and interactivity is integral to training and organizational development. Recognizing the role that technology plays in driving change, Blackboard Collaborate designed and built a platform to help deliver engaging, vibrant, and personal learning.

Unlike products built solely for informational meetings or webinars, Blackboard Collaborate was built specifically for training and learning. Through its work with thousands of training and education organizations over the years and the "in-house" knowledge that comes from staff members who are experienced educators, Blackboard understands that an a collaboration solution that's used in an educational environment must:

- › Be designed for training and education (by trainers and educators) because learning is too important to be left to a meeting or webinar service
- › Engage the audience in ways that recognize that people learn in different ways, and that, even in an online world, the personal touch and the ability to make real connections matter
- › Ensure that an organization's strategic goals—workforce, financial, and technical—are met
- › Provide access to extended enterprise, so barriers are removed for all participants
- › Provide seamless access to learning through learning management systems such as Blackboard Learn, so that both trainers and learners can focus on the content, rather than on the technology that supports it

“As a trainer in the high-tech industry, I find the Blackboard Collaborate platform is a great way to hold my online training. The breakout rooms allow me to help my attendees in completing their exercises, making it a truly interactive session. Recording is a cinch and receiving the recording URL within minutes of ending the session allows me to quickly follow up with my customers.”

**Kindra Reid
Education Manager
Genius.com Incorporated**

Blackboard Collaborate has served over 5 billion minutes of live collaboration and 9 million recording views to more than 27 million session participants, including a growing list of corporate and government clients.

Blackboard Collaborate: Built for today's dynamic economic environment. Built for training and organizational development. Delivering on its promise worldwide.

To learn more about the only collaboration platform built for education, visit blackboardcollaborate.com or contact collaboratesales@blackboard.com. Try Blackboard Collaborate web conferencing free for 30 days at try.bbcollaborate.com.

Blackboard.com

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