

The Blackboard Quality Learning Matrix™

Build, sustain and grow quality learning experiences

Institutional Planning	Academic Practice	Technology Ecosystem	Recruiting & Enrollment	Student Success
Vision & Strategy	Curricular Design & Readiness	Platform Balance & Performance	Market Research & Segmentation	Financial Aid, Student Accounts, Registration
Management & Governance Model	Instructional Design & Course Development	Identities, Roles & Access	Brand Positioning	IT Help Desk
Program Development	Faculty Development & Support	Process & Data Integration	Marketing & Lead Generation	Risk Alerts, Intervention & Coaching
Business Model	Curricular & Instructional Innovation	Adoption & Usage	Enrollment Management	Pathway Planning & Course Scheduling
Analytics & KPIs	Assessment & Measurement	Operations & Service Delivery	Metrics & Reporting	Employer Connections



Education involves more than courses – it blends vision and strategy with learning and teaching, and the processes, technologies, systems and services that enable quality learning experiences and student success.

Blackboard's Quality Learning Matrix captures the essential elements of technology-enabled education and maps them across five key categories: Institutional Planning, Academic Practice, Technology Ecosystem, Recruiting & Enrollment, and Student Success. This matrix provides an actionable foundation on which an institution can build, sustain and grow quality programs.

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