Learn Administration Readiness Workshop
Onsite/Remote Training

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

This workshop is designed for those participants that will manage the institution’s Blackboard Learn platform from a functional standpoint. It does not provide instruction for managing the Blackboard Learn application at the server level.

Workshop content introduces participants to the GUI-based administration of Blackboard Learn. It covers 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)

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 people in core platform management. Select 7 modules that include basic functionality, such as Users, Courses, and Enrollments, then select other advanced modules based upon specific need.

**Example Two:** An institution would like to train 3 different groups of Help Desk support people and explore advanced functionality for current full system administrators.

- Over the course of 1½ days, deliver the module called “Help Desk Basic Support” to 3 different Help Desk Support teams.
- Over the course of 2 days, explore 4 advanced modules with the group of experienced full system administrators.

Who Should Attend

- **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

* Administration Modules topic recommended for Support Staff
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.)

Module A1: Users  
Module A2: Course/Organization Management & Enrollments  
Module A3: Tools & Utilities; Institutional Hierarchy, and Domains  
Module A4: Ultra Base Navigation  
Module A5: Original Base Navigation Institution Roles and Branding  
Module A6: Original Base Navigation Tabs and Modules  
Module A7: Original Course/Organization Settings and Tools & Utilities  
Module A8: Manage Content Collection and Display & Technical Settings  
Module A9: Portfolios  
Module A10: Custom Administration  
Module A11: Support Resources and Help  
Module A12: Manage Updates and Configurations  
Module A13: Help Desk Basic Support*
### Module A1: Users

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

- Create, edit, and manage users
- Understand the function of all Blackboard Role types (Institution, System, Course/Organization)
- Edit and customize privileges of roles to suit local needs
- Understand general differences/limitations between GUI user management and Data Integration

### 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

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

- Create and manage courses/organizations
- Enroll users and manage enrollments
- Identify naming schema for courses/organizations
- Understand backup, copy and restore functions
- Understand and apply the use of Terms on courses
- Understand general differences/limitations between GUI course/organization management and Data Integration

### 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
### 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

© 2019 Blackboard Inc. All rights reserved
### 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

### Module A8: Manage Content Collection 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

#### 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 *
- 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 *

* Administration Modules topic recommended for Support Staff

© 2019 Blackboard Inc. All rights reserved
### 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: Custom Administration

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

- Identify unique needs specific to your institutions 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 A11: 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

* Administration Modules topic recommended for Support Staff

© 2019 Blackboard Inc. All rights reserved
### Module A12: 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

### 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 A13: Help Desk Basic Support*

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

* Administration Modules topic recommended for Support Staff