SP8

CLIENT IMPACT ON FUNCTIONALITY

& DESIGN

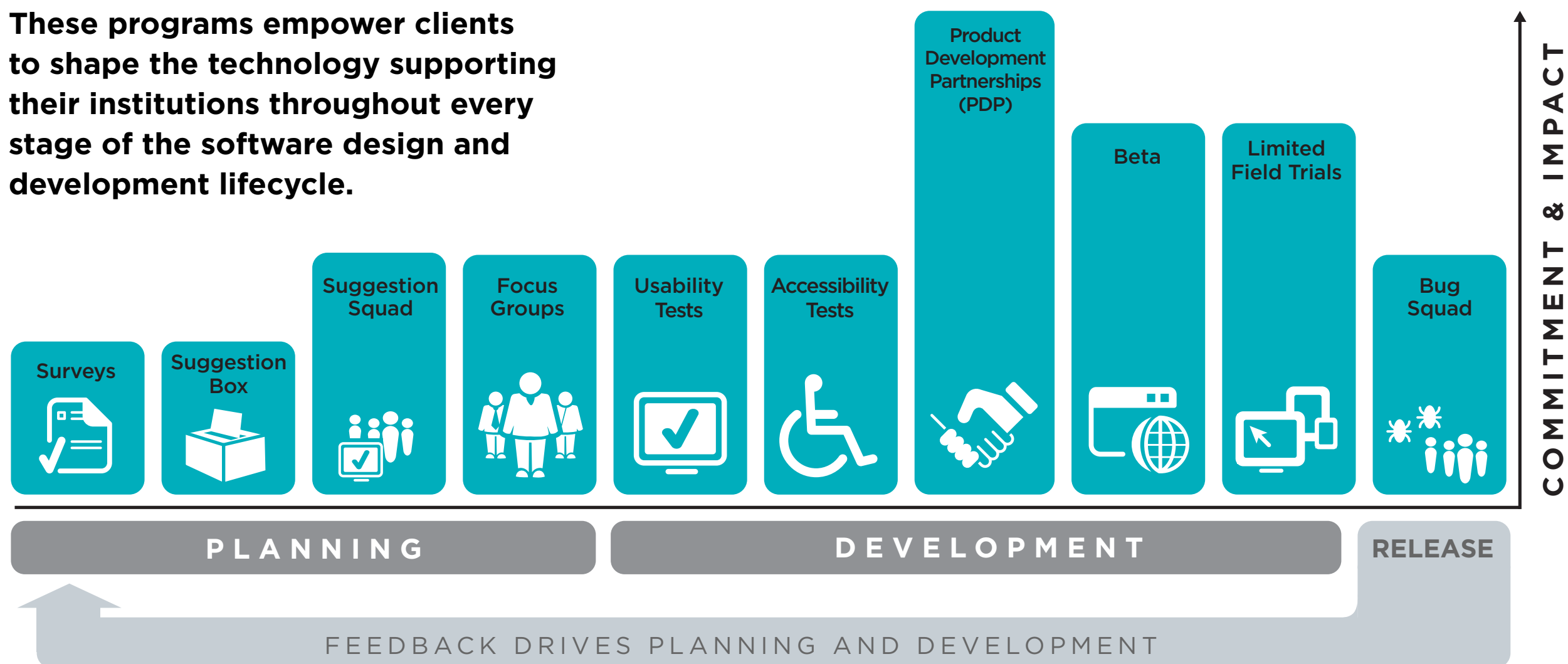**Blackboard** learn +

BLACKBOARD.COM/EMPOWER

Nearly 600 institutions have shaped **BLACKBOARD LEARN 9.1 SERVICE PACK 8** as a result of their participation in Community Programs.

This **CLIENT IMPACT REPORT** highlights how clients have influenced the features and functionality of this release and the invaluable role they play in helping us build a better educational experience.

Nearly **600** institutions contributed to the development of SP8, up from **250** involved in the initial release of 9.1.

BLACKBOARD LEARN 9.1 SERVICE PACK 8 delivers exciting new features as well as deep improvements to existing functionality, resulting in increased pedagogy support, educator efficiency, and improved insight, in an increasingly open and extensible learning environment. The methodology for what to build and how to build it is driven by the feedback of thousands of clients through their participation in **BLACKBOARD COMMUNITY PROGRAMS.**

These programs empower clients to shape the technology supporting their institutions throughout every stage of the software design and development lifecycle.

COMMITMENT & IMPACT

Surveys

Suggestion Box

Suggestion Squad

Focus Groups

Usability Tests

Accessibility Tests

Product Development Partnerships (PDP)

Beta

Limited Field Trials

Bug Squad

PLANNING

DEVELOPMENT

RELEASE

FEEDBACK DRIVES PLANNING AND DEVELOPMENT

WHAT TO BUILD

OVER 60 SUGGESTIONS

were incorporated into the features and functionality included in Release 9.1 SP8.

213 CLIENTS

impacted Release 9.1 SP8 as a result of their participation in Suggestion Squad.

HOW TO BUILD

OVER 50 INSTITUTIONS

met for more than 45 hours to collaborate with Product Designers on almost every change in Release 9.1 SP8.

199 INSTITUTIONS

participated in one or more of the 314 activities that were conducted for Release 9.1 SP8.
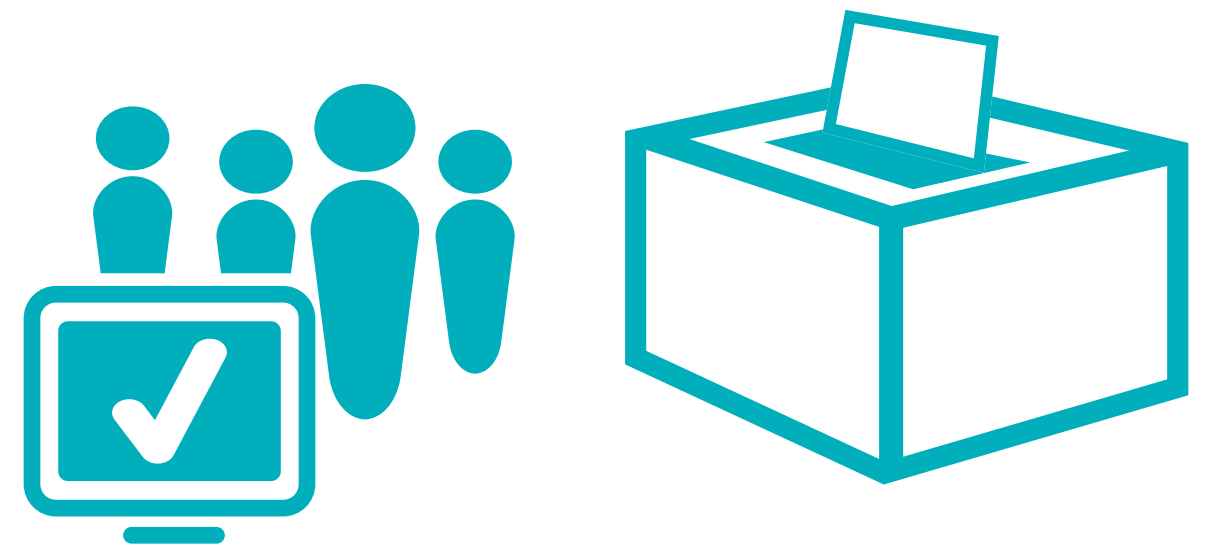
87 CLIENTS

were involved in Release 9.1 SP8 Betas and Limited Field Trials.

HOW TO MAINTAIN

154 CLIENTS

voted in the Release 9.1 SP8 Bug Squad and 93% of Bug Squad issues were resolved in SP8.

EMPOWERING CLIENTS TO IMPACT PRODUCT

WHAT TO BUILD

The process starts when a client thinks of an idea to improve the product and submits that suggestion in the online **SUGGESTION BOX,** a means for clients to share ideas for new features or enhancements. Client feedback in the suggestion box is strong and engaging—often leading to a follow up conversation or a client visit. **Over 60 suggestions were incorporated into the features and functionality included in Release 9.1 SP8.**

SUGGESTION SQUAD, a program that allows clients to propose and prioritize new features or enhancements by utilizing crowd sourcing technology, results in a product roadmap that is directly influenced by clients. **213 clients impacted Release 9.1 SP8 as a result of their participation in Suggestion Squad.**

HOW TO BUILD

Now that we know what we're building next, we want to design the solutions with the best experience possible. A PRODUCT DEVELOPMENT PARTNERSHIP or PDP, is a formal program which is designed to engage participants during the actual design and development process of a possible new feature.
For Release 9.1 SP8, we utilized an Administrator PDP and an Instructor PDP. Participants are given the opportunity to help prioritize use cases and review early prototypes by working directly with Product Designers weekly for six months while the features are actually being built. **Over 50 institutions met for more than 45 hours to collaborate with Product Designers on almost every change in Release 9.1 SP8.**

USER RESEARCH and USABILITY TESTING occurs iteratively throughout the lifecycle of development by the User Experience team, who focuses on quality by measuring if designs are reliable, useful, delightful, engaging and simple. **199 institutions participated in one or more of the 314 activities that were conducted for Release 9.1 SP8,** including both moderated and un-moderated usability tests, surveys and a card sort.

Before a release is generally available, clients can have access to the pre-released software by participating in a Beta or Limited Field Trial. Betas allow clients to test the upgrade experience, Limited Field Trials allow them to test the user experience—they both prepare clients for change management, increase confidence in upgrading and provide direct access to Blackboard experts. **87 clients were involved in Release 9.1 SP8 Betas and Limited Field Trials.**
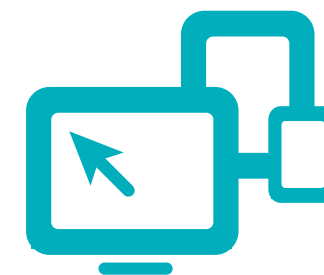
HOW TO MAINTAIN

After a service pack is released, the BUG SQUAD allows clients to prioritize bug fixes through the use of an online crowd sourcing tool. Clients help decide which bugs get fixed and get early visibility into when client issues will be addressed. **154 clients voted in the Release 9.1 SP8 Bug Squad and 93% of Bug Squad issues were resolved in SP8.**
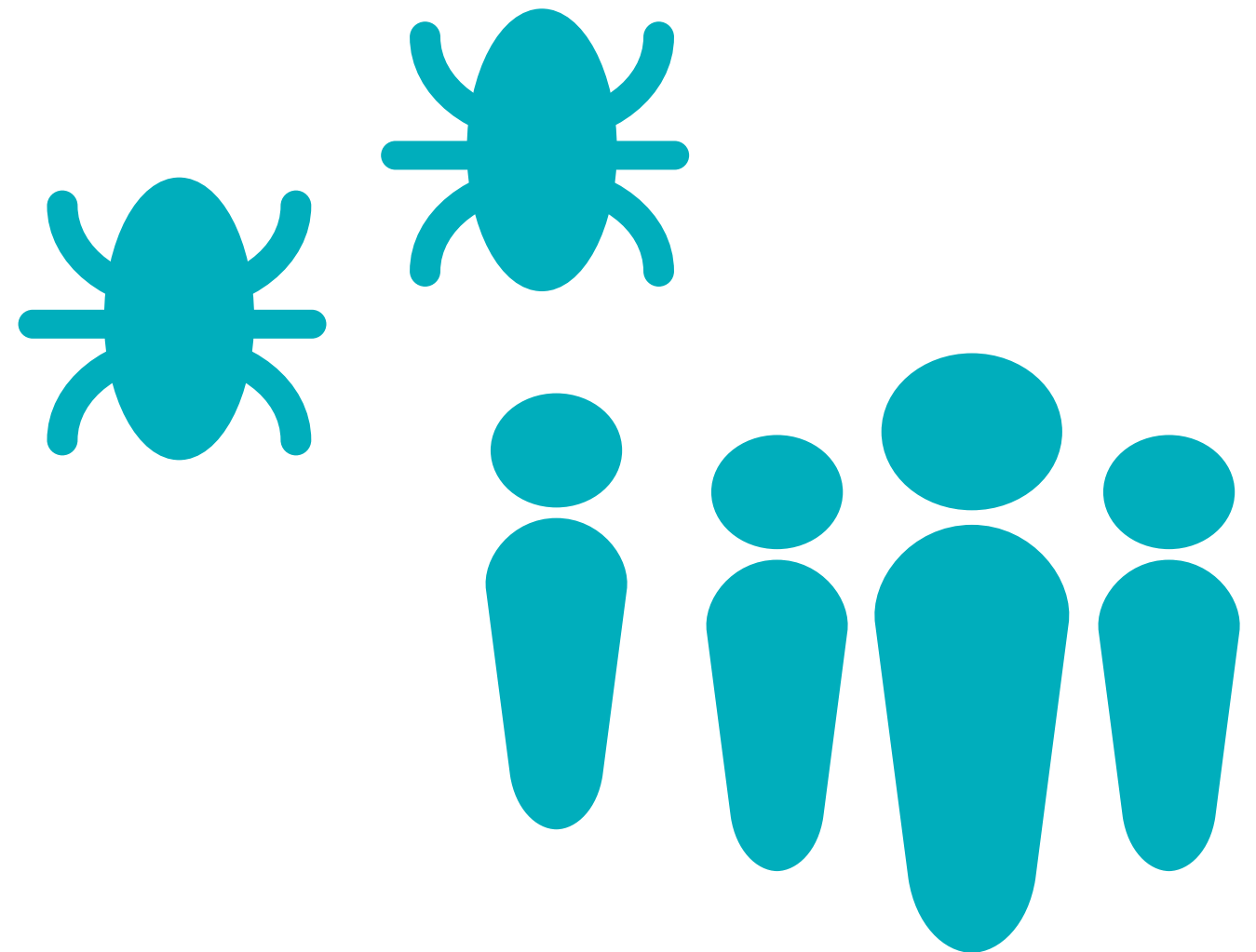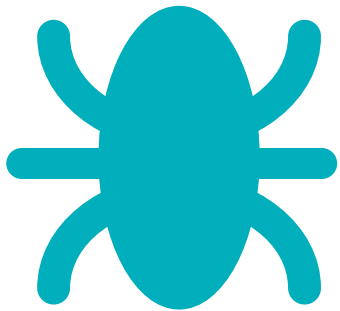
Community Programs heavily influenced the following Blackboard Learn 9.1 Service Pack 8 features.

Elaine Miller   Logout

My Institution   **Courses**

Edit Mode is: ● **ON** ?

Success: Points for 1 questions updated.
Regrading of existing attempts has been queued. Status: Complete

This Test has 3 attempts. For information on editing questions, click **More Help** below.

Test Canvas: Human Brain Quiz ⌄

Introductory Human Physiology – Master Course 1

Home Page

The Human Brain

Discussions

WIKI's ✎

Information ▦

Groups

Tools

Content

Help

Modules

Home

About This Course ▦

Calendar

Lessons ▦

Resources ▦

Discussions

More Tools

Question Settings   ⇅

You can edit, delete, or change the point values of test questions on this page. If necessary, test attempts will be regraded after you submit your changes.

Description	
Instructions	
Total Questions	11
Total Points	82
Number of Attempts	3

Select: **All** None   Select by Type: – Question Type – ▼

Delete and Regrade   Points ▢   Update and Regrade   Hide Question Details

☐ 1. Either/Or: "Right brained" people ar…   Points: 8

Question   "Right brained" people are described as artistic and creative and "Left–brained" people as calculating and logical.

Answer   ☑ Agree
          Disagree

SP8 REGRADING

The new **AUTOMATED REGRADING** feature enables instructors to quickly fix problematic questions by simply editing the invalid question directly and enabling all necessary updates to flow automatically to the Grade Center.

Vista client perspectives on the pros and cons of the Vista regrading workflow has led to a streamlined, contextual, informative workflow in Blackboard Learn.

PETER DIFALCO,
California State University, Chico

CLIENT VIEW

Awesome! This feature reduces the need to individually regrade attempts and saves us a lot of time.

MARY GARDINER,
Shenandoah University

CLIENT VIEW

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

SUGGESTION BOX

SUGGESTION SQUAD

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

USABILITY TESTING

BLACKBOARD PERSPECTIVE:

We worked on this feature extensively with instructors to refine the workflow and create an additional entry point from attempt grading. This feedback was critical to ensuring that the resulting feature met the needs of its audience.

ERIKA BARNES, Blackboard Product Designer

CLIENT IMPACT STATISTICS:

82%
of Instructor PDP participants felt as though they had a significant impact on the Automated Regrading feature as a result of their participation in the program.

13 in-person
usability tests with instructors, instructional designers and administrators were conducted to get regrading usability feedback and improve the details of the workflow.

Our meetings with the product feature designers and clients from a wide array of institutions gave me a clearer insight into the iterative design process for new features and opened my eyes to the broad client audiences that new features must be built to serve. **MOST IMPORTANTLY, I FELT THAT MY INPUT AS SOMEONE WHO DESIGNS CONTENT, TRAINS FACULTY, AND SOMETIMES WORKS IN A SUPPORT ROLE WAS VALUED BY THE BLACKBOARD TEAM.** They listened to our concerns, brainstormed alternatives with us, and returned to us with designs which reflected their best attempt to respond to our feedback, often with the goal of soliciting more of our thoughts on their work. **I feel more personally invested in the development of the product and feel that the faculty at my institution will be more confident to try new features knowing that the staff who support them advocated on their behalf for higher quality, efficiency, and reliability.**

PETER DIFALCO, CSU, Chico

Blackboard Learn

Karen Walsh   Logout

My Monument   Courses   Content   Outcomes   **System Admin**

Blackboard University > **College of Liberal Arts**

Nodes

Blackboard University
  College of Education
    Dept. of Curriculum & Inst
    Dept. of Educational Adm
    Dept. of Educational Psych
    Dept. of Special Education
  College of Fine Arts
    Dept. of Art & Art History
    Dept. of Commercial Art
    Dept. of Graphic Art
    Dept. of Music
    Dept. of Theatre & Dance
  College of Liberal Arts
    Dept. of African–American
    Dept. of Anthropology
    Dept. of Asian Studies
    Dept. of Classics
    Dept. of Linguistics
    Dept. of Sociology
    Dept. of Women's Studies
  College of Natural Sciences
    Dept. of Astronomy
    Dept. of Biology
    Dept. of Chemistry
    Dept. of Physics
  School of Architecture
  School of Law
  School of Nursing

Search Nodes

[   ] Go

College of Liberal Arts ⌄

| Children | Administrators | Courses | Organizations | Users | Tabs | **Modules** | Tools |

Add Module   Module Manager

Show: [All Modules   ▼] Go

Remove

	Module Title △	Description	Module Category	Delegated Administrators	Available	Parent Node
☐	Arts and Culture	Know what is happening in the arts. Display arts and culture information and links.	Campus Information	esmith	Yes	College of Liberal Arts
☐	Book Swap Meet	Trade books online with others from your institution. Display a list of books available for trade and contact their owners.	Student Life	kwalsh	Yes	College of Liberal Arts
☐	Cultural Events	Display information and links on cultural events to keep you informed.	Campus Information	kjones	Yes	College of Liberal Arts
☐	Featured	Display information about the featured	Campus	kwalsh	Yes	College

SP8
INSTITUTIONAL HIERARCHY

MODULES

INSTITUTIONAL HIERARCHY provides significant administrator flexibility and efficiency. It was introduced in Blackboard Learn Service Pack 6 and enhanced in Service Pack 8. By leveraging Institutional Hierarchy clients can mirror their real life institutional structure while providing multiple organizational units the independence to manage their own tool and Building Block availability in Blackboard Learn.

> As PDP participants, we were able to give our feedback on what we liked about the way Blackboard Learn was evolving this feature and how Institutional Hierarchy should work to meet our needs—this was extremely informative and gratifying.
>
> RENE AUBE,
> College Communautaire
> du Nouveau-Brunswick

CLIENT VIEW

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

USABILITY TESTING

ACCESSIBILITY TESTING

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

BLACKBOARD PERSPECTIVE:

Client feedback on this feature was vital. Together we improved the design to allow a standalone admin tab which allows Node administrators that don't have System Administrator privileges to access the hierarchy.

LISA NEAL, Blackboard Product Designer

CLIENT IMPACT STATISTICS:

14 in-person, **18** remote usability tests with administrators were conducted on the Institutional Hierarchy feature.

Terms

Terms

Create Term

Delete

	Name	Duration	Available	Data Source	Courses
☐	Summer Session 2011	From June 27, 2011 to September 27, 2011	Yes	SYSTEM	3
☐	Fall 2011 Semester	From June 27, 2011 to December 27, 2011	Yes	SYSTEM	6
☐	Summer Session 2011	From June 1, 2011 to September 1, 2011	Yes	SYSTEM	0
☐	Spring Semester 2012	From December 31, 2011 to May 1, 2012	Yes	SYSTEM	0

Delete

Displaying 1 to 4 of 4 items   Show All   Edit Paging...

SP8
COURSE RELATIONSHIP
MANAGEMENT

TERM
SUPPORT

Blackboard has a series of tools to assist with **COURSE MANAGEMENT,** increasing instructor and system administrator efficiency. Management of multiple courses has been centralized through a merge enrollments feature that supports two major use cases: **Cross-Listed Courses** and **Multi-Section Management. Term support** is an additional administrator tool that streamlines the course management process.

CLIENT VIEW

What I like most about cross listing is that it is fast and straightforward... it's smooth like butter.

MELODY BRAKE,
Colorado State University

CLIENT VIEW

In the Instructor PDP we pushed for a convenient reuse of dates in Course settings that allows instructors to set term availability and duration—we can 'set it and forget it'.

LINDA FUTCH,
University of Central Florida

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

SUGGESTION BOX

SUGGESTION SQUAD

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

USABILITY TESTING

BLACKBOARD PERSPECTIVE:

PDP participants uncovered a business need for access to child courses that led a change in design of the orientation bar and My Courses module. They also helped Product Designers brainstorm a changed display style for child courses in the admin search.

DAN RINZEL, Blackboard Design Manager

The feedback we received via the Suggestion Box, that Instructors want to simplify their list of My Courses, was confirmed in the Suggestion Squad. The resulting SP8 functionality allows the system administrator to align date-based course settings and preferences to multiple courses in a batch – all from one screen. Instructors can then sort their My Courses module based on the most recent or active term.

BRAD EVANS, Blackboard Associate Product Manager

CLIENT IMPACT STATISTICS:

Client administrators most frequently used the words

VALUABLE, SIMPLE, TIME-SAVING & USABLE

to describe this feature.

Blackboard Learn

Karen Walsh   Logout

My Institution   Courses   **System Admin**

Authentication   ?

Authentication

Create Provider ⌄   Provider Order   View Authentication Logs

| CAS |
| LDAP |
| Shibboleth |

Refresh

	Name	Description	Type	State	Last Event
☐	Default	The default authentication provider. This can be made inactive but not deleted.	Learn Internal	Active	10/11/11 11:45 AM
☐	Faculty LDAP Server	The staff accounts are checked against the Active Directory network service	LDAP	Pending	Never
☐	Legacy	This represents the legacy authentication framework. By making this provider active, all other providers will become inactive.	Learn Legacy	Inactive	Not Applicable

Set Active   Set Inactive   Refresh

Displaying 1 to 3 of 3 items   Show All   Edit Paging...

In Blackboard Learn 9.1 Service Pack 8, we created two new **SYSTEM INTEROPERABILITY FRAMEWORKS,** the Authentication Framework and the SIS Data Integration Framework. Administrators can now effectively carry out Student Information System and Authentication integrations directly from the Blackboard Learn user interface.

CLIENT VIEW

Creating Integrations via the GUI, coming in SP8, will be really helpful. The new Authentication Framework also looks really impressive. SP8 will make Blackboard Learn, Release 9.1 a market leader.

JOHAN SLABBERT,
University of Pretoria

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

BLACKBOARD PERSPECTIVE:
//////////////////////////

Blackboard created this new framework as a direct result of its interaction with clients during the product design phase of development and represented an entirely new use case.

MARK O'NEIL, Blackboard Technical Project Manager

An uncovered business need for access to Authentication Logs without access to the provider management was revealed in discussions with administrators. They also expressed the need to log session expirations separate from manual logouts. Without our community programs we may not have uncovered these needs and been able to add them into our development of the features.

DAN RINZEL, Blackboard Design Manager

Blackboard Learn

Monument

Rich Caccavale

My Institution   **Courses**   Community   Content   Outcomes   Internship

🏠 ⌄   Course Info   Edit Mode is:

SP8 SYSTEM THEME

▾ **Biology 101** 🏠

Course Info
Announcements
Beth's Blog

Chapter Material
Additional Reading
Guest Lecture Series

My Grades

Discussions
Journals
Wikis

Course Tools ✎

Course Info ⌄

Build Content ⌄   Assessments ⌄   Tools ⌄   Publisher Content ⌄

Faculty Profiles

Enabled: Adaptive Release, Review

Professor: Beth Carlson

Email: beth.carlson@monument.edu

Face to Face Office Hours: Mon/Wed 8-11am

Online Office Hours: Tues/Thurs 9-12 am (login to Bb IM)

Twitter: @bethcarl

Audio Welcome: ▶ Play

In SP8 we revamped the **SYSTEM DESIGN** to increase the simplicity and usability of the product and provide a more modern and delightful user experience. In addition we created a course set up wizard which enables an instructor to select one of over 50 course themes as well as the pedagogical structures they want to utilize for the course. SP8 is a proof point of our continued focus on refining and improving the user experience from the design and usability perspective.

CLIENT VIEW

The new UI is cleaner and works better. Troubleshooting is easier because of better iconography and I believe it will be easier to train people with the new SP8 design which is important.

BRAD BOEKE,
Southern Methodist University

CLIENT VIEW

I was already happy with where the design went from Release 8 to Release 9 and this is even better! This is where Blackboard should be. Clean, streamlined, very exciting.

MATTHEW HADGIS,
Baldwin-Wallace College

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

USABILITY TESTING

BLACKBOARD PERSPECTIVE:

We can't wait to get this out, and on every system out there! We know from working with Blackboard users how much people enjoy using this new theme. The Bb design team continually pushes for better and better experiences—not just to make the system look great, but to truly make the experience of working on Blackboard Learn a delightful one. We've refined this new system theme over and over based on watching users and their reactions; the new theme reduces clutter and enables users to focus more on content and interactions, and it does so in a way that does not require end user training, a critical element of success for everyone.

STEPHANIE WEEKS, Head of User Experience

CLIENT IMPACT STATISTICS:

Usability Tests were conducted with

28 administrators, instructors & instructional designers

on the new System Theme.

The PDP was an excellent experience for us. Not only are we given the chance to shape the features and functionality of the Blackboard Learn platform, but we are able to collaborate and share best practices with other institutions that are facing similar challenges.

WE FOUND THIS EXPERIENCE SO VALUABLE THAT OUR MANAGEMENT TEAM HAS REQUESTED THAT WE PARTICIPATE IN ALL OF THE AVAILABLE PDP PROGRAMS. TIME IS MONEY AND MANAGEMENT FINDS THAT THE PDP IS MONEY WELL SPENT.

By representing our institution, we are able to help Blackboard develop the next versions of Blackboard Learn. In the Bug Squad, one vote makes a difference. In the PDP, every opinion is important, and it impacts the product.

Without our experience and knowledge of the product, Blackboard would have a hard time judging how a new feature should be built, but it's a two-way street. Blackboard gets our input on a specific feature, and we have direct access to shape the technology supporting our institution.

The PDP is a very important group, and I applaud Blackboard for creating it and giving all of us a chance to participate.

RENE J. AUBE,
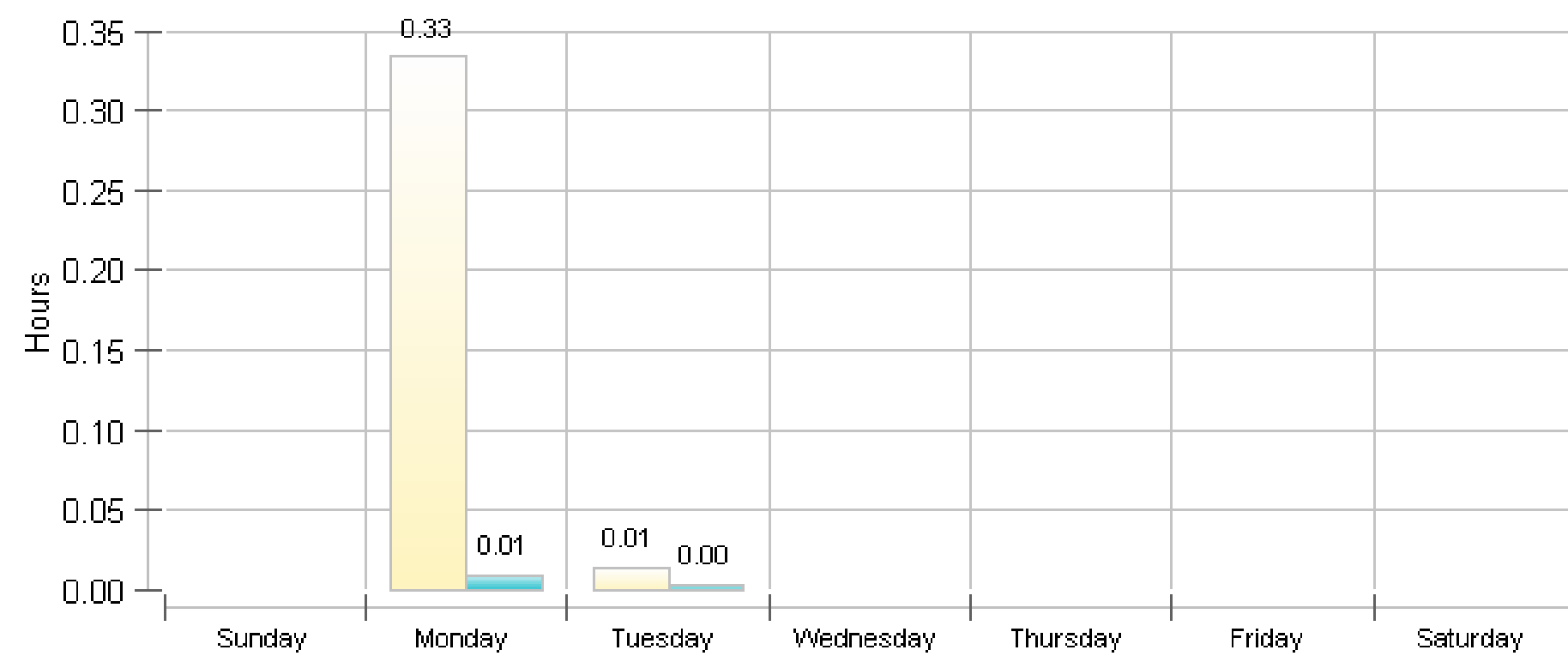**Blackboard Administrator—College communautaire du Nouveau-Brunswick**

Single User Activity Overview

User Name	**Jake McLean**
User ID	jmclean
Course Availability	All Courses
Number of Courses	2
Date Range	10/01/2011 - 10/31/2011

Report Options ⯆

Activity is shown for enrolled courses only.

User Activity Overview

LEGEND		
Number of Logins	5	
Avg Non-Course Time	0.00	⬜ Course
Avg Time in Course	0.17	🟦 Non-Course

User Activity Per Course

Click on a bar to see activity for this student in a course

Introductory Human Physiology ...   7.64

Successful Run

Download Report

Save the file containing the rep...

Run a new Report

Run the report again using dif...

With the new **STUDENT ACTIVITY REPORTING** delivered in SP8 instructors now have the ability to see how students are utilizing course materials. Activity Reporting for instructors and administrators provides critical information which aids academic leaders in maximizing student retention and performance.

CLIENT VIEW

This data is vital for our institutional efforts to increase student retention rates, increase student outcomes, and become a learning-centered university. It also helps instructors identify 'at risk' students and better understand how all students are interacting with course content and each other.

CAREY SMOUSE,
Jacksonville State University

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

SUGGESTION BOX

SUGGESTION SQUAD

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

BLACKBOARD PERSPECTIVE:

///////////////////

There was a strong trend in Suggestion Box enhancement requests related to the need for student engagement data that is required by sanctioning or funding bodies that support or regulate institutions. SP8 delivers user activity reports, course activity reports and student activity reports that puts this data at your fingertips.

BRAD EVANS, Blackboard Associate Product Manager

CLIENT IMPACT STATISTICS:

///////////////////

An increased need for data related to how instructors and students are utilizing the Blackboard Learn platform received the

4th highest number of votes

on the Blackboard Learn Suggestion Squad.

Elaine Miller

My Monument   Courses   Content   Outcomes   System Admin

Goals

Goals

Goals are imported from specially formatted goals packages. Goals packages are available from Behind the Blackboard. New goals packages are made available when updates have been published by the Source. More Help

Run Reports

Search   Source [All Sources]   Set Type [All Set Types]   Place [   ]   Status [✔ Active] ⊘ 🗔

Submit

Add Goal Set ⌄   Add Category

Goals for: **BS Humanties** | **BS Humanties**

BS Humanties   BS Humanties

Add Goal

Mathematics (2005)

MS Humanities & World Studies

NCATE Standards

PhD Psychology

Science (2010)

Ancient cultures Students demonstrate knowledge in the interdisciplinary study of ✔ ancient cultures both in writing and orally ⌄

art sculpture and architecture Be able to place major works of art sculpture and ✔ architecture within the periods and cultures to which they belong and discuss how those works relate to intellectual religious or historical developments in those periods and cultures. ⌄

Belief systems and worldviews Students demonstrate knowledge of the belief ✔ systems and worldviews held by the diverse cultures studied ⌄

SP8
ALIGNMENT TO STANDARDS, OBJECTIVES & GOALS AND PERFORMANCE REPORTING

GOALS

Release 9.1 introduced **STANDARDS ALIGNMENT & REPORTING** to the K-12 market. In Service Pack 8 standards alignment and reporting are features available to all markets. The standards tool set allows for direct editing, creation, alignment and reporting on standards, objectives or goals. **Alignment reports** show you how your course content aligns to stated learning objectives and **performance reports** show you how your students are performing against the learning objectives.

Finally, we can report on student performance against a desired learning outcome!

SHANNON BUCCI,
PA Learners Online

CLIENT VIEW

COMMUNITY PROGRAMS THAT IMPACTED THIS FEATURE:

USABILITY TESTING

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

BLACKBOARD PERSPECTIVE:

Clients who participated in the Release 9.1 SP8 Product Development Partnership program identified a need to define flexible performance thresholds when reporting on student performance against goals. They also helped define the key data needed to answer questions about student performance as well as the visual organization and presentation of this information within Blackboard Learn.

JOANNA HUNT, Blackboard Product Designer

SUGGESTION BOX ENHANCEMENT REQUESTS

60

154
BUG SQUAD VOTERS

199
INSTITUTIONS
USABILITY TESTING

100%
OF PDP PARTICIPANTS WOULD RECOMMEND PARTICIPATING IN A FUTURE COMMUNITY PROGRAM TO THEIR COLLEAGUES.

93%
OF BUG SQUAD ISSUES WERE RESOLVED IN SP8.

87
INSTITUTIONS
BETA/LIMITED FIELD TRIALS

SUGGESTION SQUAD VOTERS **213**

86.2%
OF PDP PARTICIPANTS FELT AS THOUGH THEY HAD A SIGNIFICANT IMPACT ON SP8 AS A RESULT OF THEIR PARTICIPATION IN THE PROGRAM.

PRODUCT DEVELOPMENT PARTNERSHIP (PDP)

50
INSTITUTIONS

THANK YOU

to all of the clients that impacted Release 9.1 Service Pack 8.

Learn more about the ways you can impact a future release by participating in a Blackboard Community Program:

BLACKBOARD.COM/EMPOWER

Blackboard