



**Blackboard**

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***A NEW COMMITMENT***



**TREND**

**CHANGES AHEAD.**

# EDUCATION 2020



**EDUCATION  
TRULY GLOBAL**



**NON-  
TRADITIONAL  
LEARNERS**



**CONSUMER-  
PREFERENCES/  
ALTERNATIVE  
MODELS**



**LEARNER  
CENTRIC  
EDUCATION**



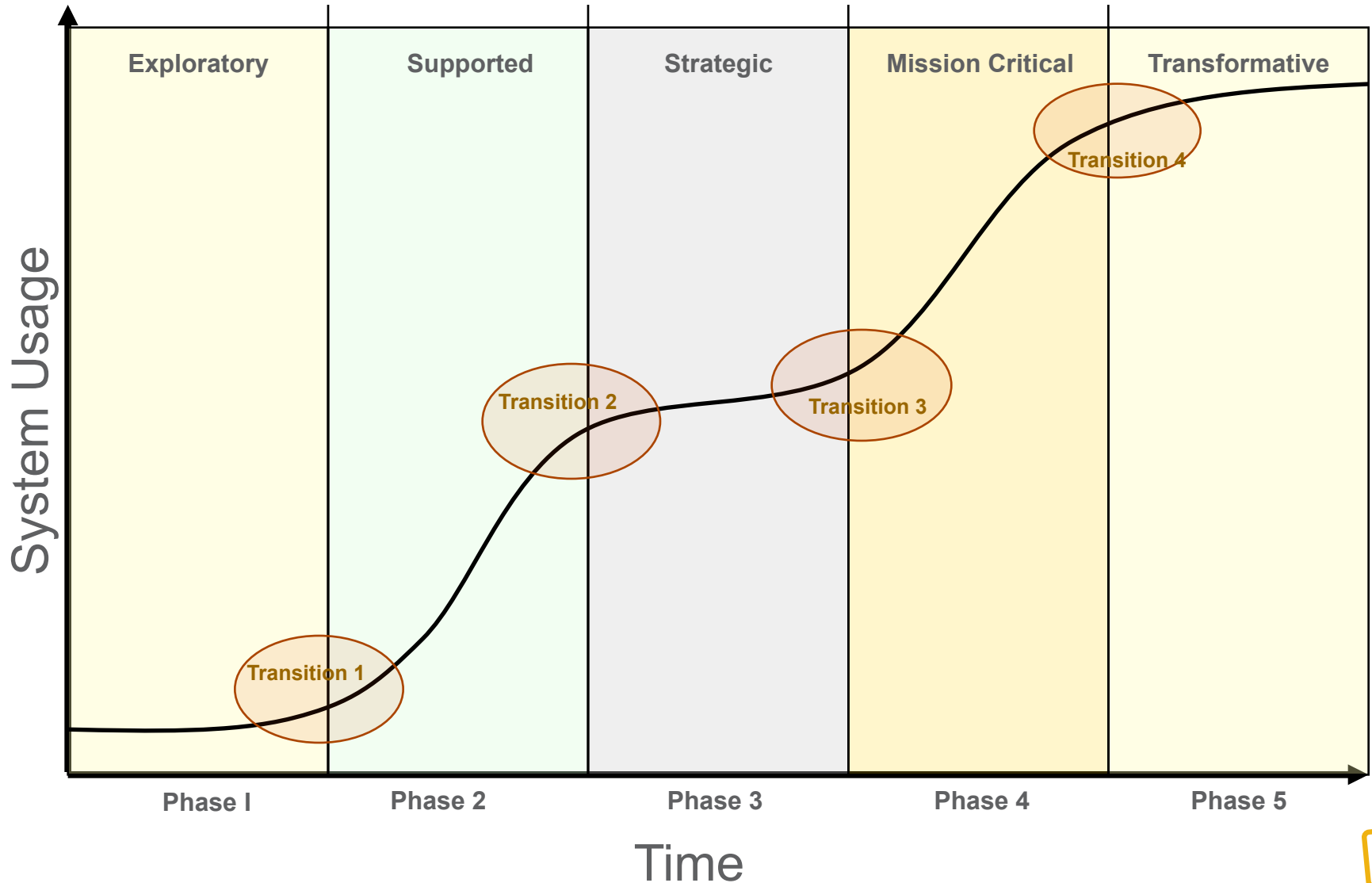
**BIG-DATA IN  
MAINSTREAM**



**ONLINE &  
MOBILE  
EVERYWHERE**

# Technology Adoption Curve

## Where is Your Institution?



**SINCE 2003**  
PERCENTAGE OF **ONLINE**  
**ENROLLMENTS** IN HIGHER  
EDUCATION HAS GROWN

**3x**



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**10x**

**GROWTH RATE COMPARED  
TO TRADITIONAL  
ENROLLMENTS**



## PLANNING & DEVELOPMENT

Vision & Strategy

Opportunity & Capabilities Analysis

Business & Financial Modeling

Operations Design & Reporting

Management & Governance



## CURRICULUM & COURSES

Program Design

Faculty Training & Development

Instructional Design

Course Development & Delivery

Faculty Support



## ENABLING TECHNOLOGIES

Solution Design & Development

Learning Management Systems & Partners

Social Learning & Collaboration

Systems Integration

Security & Compliance



## PLANNING & DEVELOPMENT

Vision & Strategy

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## CURRICULUM & COURSES



We went looking for fresh insight and...what we got was so much more. We got a group of colleagues that became energized about the possibilities, a roadmap on how we might develop and a clear determination to make real improvement.



John Rushforth  
Deputy Vice-Chancellor

Faculty Support



## ENABLING TECHNOLOGIES

Systems Integration

Security & Compliance



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**Blackboard**

# What do Client Managers Do?

## Client Manager can help direct you to:

### Blackboard Resources

- On demand videos
- Cohorts and Programs
- Documentation
- Training
- Services

### Events

- Bb Events
- User community events
- Industry events

### Community Resources

- User groups
- List serves

# Bb Escalation Procedure

## When to escalate

A support case has been opened with Client Support and:

- You have been waiting a long time for a response
  - More than 5 business days for a Medium
  - More than 2 days for a High
  - More than 1 for a System Down
- You're not happy with Client Support's response
- The issue is related to a product bug and a fix is not available or targeted
- You believe that Client Support has closed the case prematurely
- The system is performing poorly or is unstable
- The issue is related to Hosting outages or performance
- You want a case prioritized if you have multiple cases open

Email your Client Manager and Account Director with the following information:

- Your support case number
- A brief overview of why you are wanting to escalate – stating impact is key!
- Any other information you think would be relevant

# Bb Enhancement Requests

## Got an idea how to make the product better?

Use the Blackboard product suggestion box

- <http://www.blackboard.com/Contact-Us/Suggest-Product-Enhancements.aspx>
- Use for all products

### Benefits

- Captures all the information required for the development team to consider the idea
- Automatically creates an entry in the system that Product development uses as input
- Can be reported on and reviewed during account review meetings
- Can bring list to user groups and BIE to have community prioritize and clarify requirements
- Allows capturing your requirement in your own words
- Input for UK specific Product Manager review
- Email is sent to submitter to indicate Enhancement request has been created