

BBWORLD[®] **2011**

Upgrading to Release 9.1 from Release 8.0

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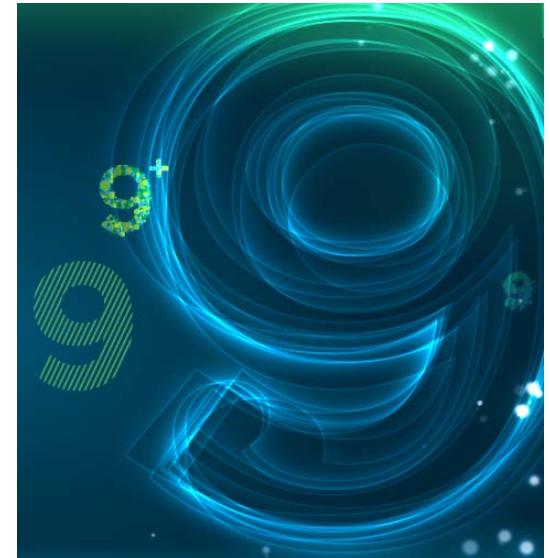
About Us...

- FAU is a public research university located in Boca Raton, FL
- 28,000 students on 7 campuses (FTE = 15,000)
- Using Blackboard since 2000
- Self hosted
- Learn and Community Portal
- Approximately 1200 faculty and 2700 courses use Bb each semester



Phase 1: Initial Planning (Fall 2009)

- Planned to upgrade in December 2010
- Already on Bb 8 (had a rough time with Grade Center transition)
- Small staff, large university



Phase 2: Internal Testing (Spring 2010)

- Made Bb 9 available for sys admin and trainers to test
- Began to develop documentation
- 1st “Bb 9 is coming” email sent to all faculty on May 5, 2010
- Email invitation to participate in pilot group was sent out on May 6, 2010



Phase 3: Pilot Group Training (Summer 2010)

- Worked on getting the servers ready (setting up roles, tabs, modules, installing building blocks)
- Expected low level of participation in pilot
- 80+ instructors signed up, 50+ participated
- One initial training REQUIRED
- Had to agree to teach at least ONE course on Bb 9.1 in Fall 2010 and provide feedback



Phase 3: Live Pilot Courses (Fall 2010)



- Announcements in Bb for students
- 14 College/department Bb9 demos (30 min)
- 82 Bb 9.1 training sessions on all topics (2 hrs)
 - Approximately 350 instructors attended
- 50+ one-on-one appointments with instructors
- Online test issues (modified some settings, installed patch for “double-click” issue)
- Pilot group survey and follow-up meetings
- Lots of communication!

Bb 9.1 Faculty Pilot Group Survey

- What would your comfort level with Bb9 have been without training?
 - It would have been a mistake to have skipped it (42.9%)
 - It was useful in some areas but not in others (39.3%)
 - I wouldn't have had a problem without it (3.6%)
 - Other (14.3%)

New login page for Bb 9.1

Custom login page with single sign-on (LDAP) carried over from Blackboard 8, but with a “new look” for Blackboard 9 (and message about it being a pilot site).



Please enter your credentials and click the Login button below.

Username:

Password:

Login ▶

This site is for only the Blackboard 9 pilot group.

If your instructor has informed you that your class is part of this pilot group, please log in here (<http://bb9.fau.edu>).

Remember that on this site you will see only those courses that are part of the pilot group. All of your other Blackboard courses are accessible via the regular Blackboard site: <http://blackboard.fau.edu>.

Both sites use your FAUNet ID and password for login.

Login Information

You now must use your **MyFAU password** to log into Blackboard.

[If you don't remember that password you can reset it in MyFAU!](#)

Don't have a MyFAU account? If you're a continuing education student or a member of a Bb community but not an FAU faculty or student, use the password you have used before for Blackboard. If you cannot remember your password, please contact the Help Desk.

- Forgot your password? Reset it in MyFAU!
- Don't know your FAUNet ID? You can look it up

Coming in Spring 2011!

This site is the newest version of Blackboard 9 and is being used as a pilot. In Spring 2011, this site will be THE Blackboard site for FAU. Faculty training for Blackboard 9 will begin in August and continue throughout Fall 2010.

What is different about Blackboard 9?

- New Streamlined Look
- Fast Edit Mode Switching
- Web 2.0 Integration: Blogs, Wikis and Journals
- YouTube, Flickr and SlideShare through Mashups
- Group Assignments
- And much more...

For additional details and tutorials visit <http://www.fau.edu/irm/blackboard/bb9.php>

Blackboard Support

If you encounter any problems while using Blackboard, click on the “?” (Help) icon at the top of the screen. You can also submit your own help ticket by clicking on the “Submit a ticket”. Log in using your FAU e-mail address (username@fau.edu) and your password (by default your first name in lower case).

Submit a Ticket
ONLINE SUPPORT CENTER

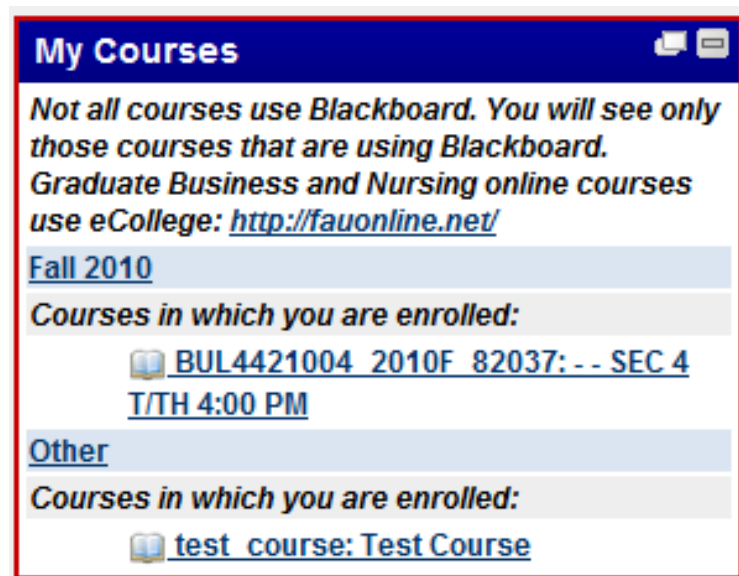
IRM has reserved a maintenance window of 3 a.m. - 7 a.m. every Thursday. IRM supported systems may be unavailable during this time. Blackboard is also automatically restarted every day at 6:00am. We regret any inconvenience this may cause.

NEWS & UPDATE

USER SUPPORT

Changes for Bb 9.1

- Removal of “course copy” option
- No courses moved over to new server– faculty must archive from 8 and restore in 9.1
- Turned on “messages” tool
- New “My Courses” module
- Planned for moving over organization sites (by request only)





Phase 4: Upgrade (Spring 2011)



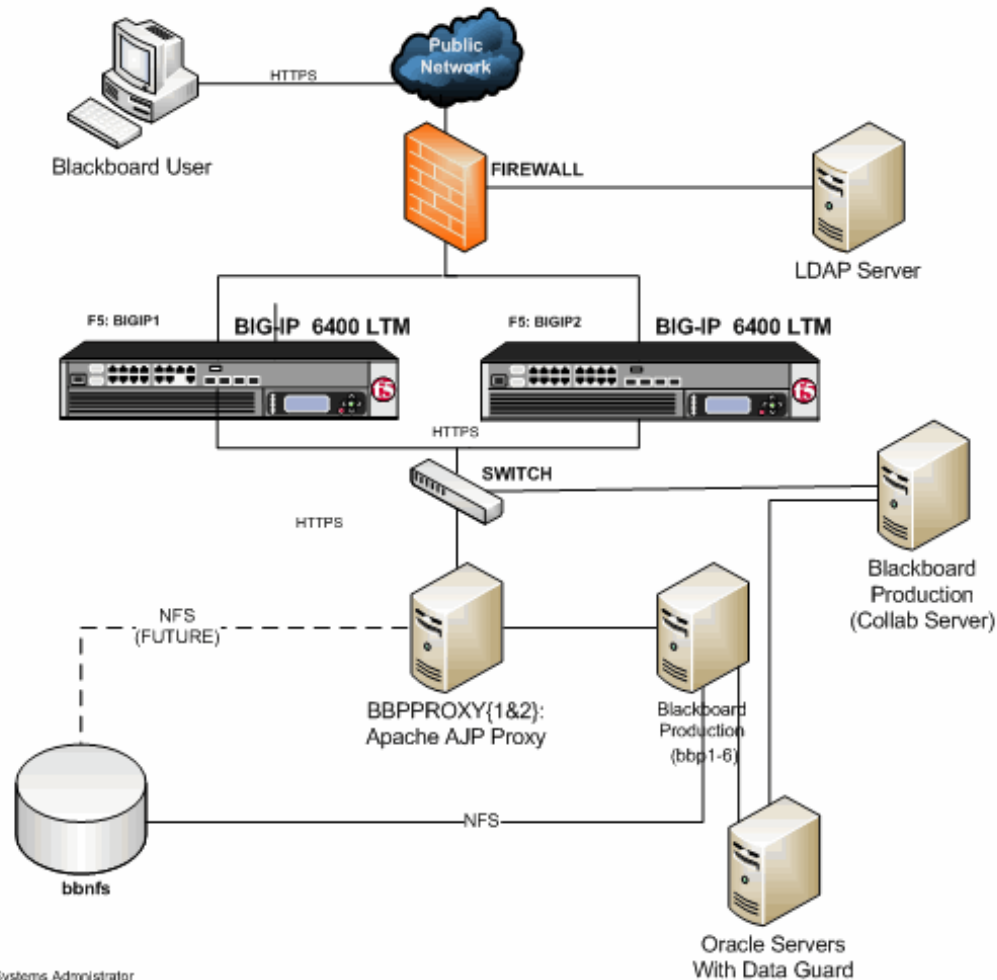
- Long page load times
- Some exam flakiness
- Modified back end architecture and added resources
- Doing more system monitoring
- Recently started to use analytics to gather more data
- Things seem to be stable now (fingers crossed!)
- Currently on SP5

Recommendations

- Have a pilot group
- Communicate (and listen)!
- Participate in a Bb Upgrade Cohort Group (12 week program – weekly webinars)
 - Next one starts in Sept 2011 (go to www.blackboard.com/cohort to register or stop by the Upgrade Center LIVE)
- Make use of OnDemand Learning Center
- If possible also participate in other areas such as the Course Delivery Suggestion Squad, the Bug Squad and the Bb Idea Exchange (BIE)

FAU's Back-End Set Up

Proposed Blackboard 9.1 SP5 Production Wednesday, April 20, 2011



Prepared by: Tony Scott Parrish, Systems Administrator