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COMMON

THREAD

BbW🌐rld '07

The Ins and Outs of Managing and Supporting
Blackboard: Two University's Perspectives

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Topics to Be Discussed

- Creating Courses
- Populating Courses
- Archiving and Deleting Courses
- Lessons Learned
- Questions/Discussion

Background Information

	Lehigh University	Stony Brook University
Size	Small Private University - 6,600 students	Large Private University - 22,527 students
Location	Bethlehem, Pennsylvania	Long Island, New York
Active # of BB courses	Spring 2007= 674	Spring 2007= 1676
Current Software	Blackboard Learning System- Enterprise License - 7.1	Blackboard Learning System- Enterprise License -7.1 Uses "Community"
Clients	Undergraduate and graduate courses, including distance education	Includes undergraduate, graduate and health science courses
Year Started Using Blackboard	1999	1999
Support Staff	6 staff - 1 Sys Admin	2 staff - 1 Sys Admin
Process for Enrollment	Automatically- within 24 hours of registration	Automatically- within 24 hours of registration
Management of Drops	Status is changed to "unavailable" by the sys admin in Blackboard - students are not removed	Status is automatically changed to "Hidden" 24 hours after the drop request has been submitted - students are not removed

Lessons Learned

- Empowering faculty may be more time consuming up front but has greater long term effects on the use of resources
- Communication is very important, it's better to send an e-mail saying "Yes, we know there's a problem" then it is to hide and not acknowledge there is an issue
- Using stationery feature in Lotus Notes e-mail saves a lot of time when communicating frequent problems/solutions with faculty

Lessons Learned (cont.)

- Customizing is great, but it's not very scalable
- Course naming convention is important:

    Department-number-section-semester

    e.g. CHM-101-10-SP07
- Integration between offices, people and systems is vital -- (automation)
- A test server can be your best friend!

Ongoing Challenges

- Educating and disseminating new feature information
- Archiving, how long is enough??
- Where is the balance?
- Maintenance of electronic gradebook, who is ultimately responsible?