

The background is black with several large, overlapping, rounded shapes in various colors: purple, green, blue, orange, and red. The shapes are arranged in a way that they seem to be floating or overlapping each other, creating a dynamic and colorful composition.

Your Responsibility To Blackboard

Dr. Melissa Stange
Bb System Administrator
Shenandoah University

ABOUT ME



Dr. Melissa Stange
Blackboard System Administrator
Shenandoah University
mstange94@su.edu

I have used Blackboard for **10+** years as faculty, 4 years as an admin, and 6+ years as a student.

ABOUT SHENANDOAH UNIVERSITY



Shenandoah University is a private school with a student FTE of 4000 located in Virginia, 75 miles west of D.C. We are running Bb Learn SP12 with Community in production. Four instances of Bb Learn running at all times.

We have one person in charge of Bb, one person who supports & trains staff/students, and one person trains faculty.

Faculty are required to use Bb for Attendance, Syllabus, and statement of use.

Bb Products: Learn, Community, Connect, Central, Mobile Learn, & Transact

WHAT WE ARE GOING TO LEARN TODAY


Blackboard, Inc. is obligated to provide a quality application to enhance the classroom that our subject matter experts manage, while continuing to incorporate the latest technologies.

We, the *clients*, are obligated to perform activities that enable Blackboard, the *vendor*, to succeed.

BLACKBOARD CLIENT FEEDBACK TOOLS

- [Blackboard Idea Exchange \(BIE\)](#)
 - **Beta/Early Release (Field Trials)**
 - **Product Development Partnerships (PDPs)**
 - **Usability studies & surveys**
- [Bug Squad](#)
- [User groups](#)
- [List Servs](#)
- [Cohorts](#)
- [EduGarage](#)
- [Catalyst Awards](#)
- [Product Suggestions](#)

NON-BLACKBOARD FEEDBACK TOOLS



Social Media

- [Facebook](#)
- [Twitter](#)
- [Blog](#)
- [YouTube](#)
- [SlideShare](#)
- [Email](#)

[Conferences](#) – Annual & Regional
[Oscelot](#)

SUPPORT FEEDBACK TOOLS



- [Learn 9.1 Office Hours](#)
- [Ask The Doctors](#) (aka Dr. C's)
- [Blackboard TV](#)
- [Blackboard Innovative Teaching Series](#) (BITs)
- [CourseSites](#)
- [Blackboard On-Demand Learning Center](#)
- [Bb Learn - Help Wiki](#)
- Account Representative

POSITIVE FEEDBACK



Research has found that 65% of employees received no recognition for good work in the past year.

A Few Benefits:
Better Relationships
Happier People
More productivity
Clear Direction

[Bb Compliments](http://www.blackboard.com/contact-us/feedback/compliments.aspx)

<http://www.blackboard.com/contact-us/feedback/compliments.aspx>

RESULTS

- Improved Relationship With Blackboard, Inc.
- Shenandoah University's voice and needs are heard
- Opportunities to guide Bb product development
- Increased Peer & Bb Networking
- Expanded Knowledge Base
- Faster User Support
- Increased Faculty Adoption
- Management Commitment
- Professional Development
- Recognition



Questions ?

THANK YOU!



Dr. Melissa Stange

Blackboard System Administrator

Shenandoah University

Email: mstange94@su.edu

Blog: <http://btstwm.blogspot.com/>