SERVICE PACK 10
FEATURE GUIDE
FOR END-USERS
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Introduction

Blackboard Learn™ 9.1, Service Pack 10

Service Pack 10 for Learnline the Blackboard Learn platform delivers exciting innovations as well as deep improvements to core capabilities, resulting in a product that is more intuitive, engaging, and focused on you. Nearly 640 schools and over 1,800 individuals – including educators, students, instructional designers, and administrators – contributed to the development of Service Pack 10 and have made Blackboard Learn simply better.

Purpose of this Document

The purpose of this document is to provide educators and students with an overview of the new features and enhancements that are part of Service Pack 10.

My Blackboard

*New Feature-Set for All Users*

Students and educators told us that they don’t want to go to multiple places to stay up-to-date on what’s going on across all their Units in Blackboard Learn. That’s why we developed My Blackboard. Now, the critical information you need to know from all of Learn is consolidated in a simple, modern, easily consumable way.

My Blackboard is about making the lives of students and educators easier. How? Through six new tools that make up My Blackboard – Profile, Posts, Updates, My Grades, Calendar and People. We will discuss each tool in detail in this document. But first, let’s discuss how you access My Blackboard.
New Global Navigation Menu

New Feature for All Users

The entry point to My Blackboard is a new Global Navigation Menu. This new menu is available all the time in the top right corner of the Learn interface and provides one-click access to your Units, Settings, Blackboard Help, and the new My Blackboard tools. You can see the new My Blackboard tools going down the left-hand side of the menu in the screenshot below. And the numbers in red tell you if there’s something that’s new or needs your attention – so you never have to worry about missing anything. With this new Global Navigation menu, you can access everything you need quickly and easily, from wherever you are in Learnline.
My Blackboard: Posts

New Feature for All Users

The Posts tool in My Blackboard makes it really easy to stay up-to-date and engaged with all the conversations going on across Learnline. The Posts tool consolidates posts from all of your units so posts from Discussion Boards, Journals, Wikis, and Blogs – as well as the comments and replies to those posts. And to make it easy to manage the posts, they’re presented in a familiar, chronological stream interface and there are filter options. With the different filters, you can look at all posts, just those that directly involve you, or you can choose to only look at posts from one particular unit.

Additionally, with Journal, Wiki, and Blog posts, you can comment right from within the Posts interface or you can click to see the full context of the post in the course environment. With Discussion Board posts, you can click right into the interface in the course environment where you can type your reply. So it’s simple to both stay up-to-date and involved in the conversation.
My Blackboard: Updates

*New Feature for All Users*

The Updates tool in My Blackboard consolidates all of your Notifications from across all your Units so you never miss a thing. This tool updates you on unit announcements, when new content or assignments are added to a unit, when an assignment or assessment is due, and much more. And educators can also see when assignments and assessments need grading. To make it easy to manage this information, there are filters so you can look at all Notifications at once, only those from one particular Unit, or just all Unit Announcements. You can also change your notification preferences and pick exactly what you want to show up in this tool. With these helpful features, you can ensure you’re always up-to-date on important updates from across Learnline.
Calendar

*New & Improved Feature for All Users*

The calendar has been completely rebuilt, giving you a much more modern tool – both in terms of look and functionality. This new version allows personalization and customisation. You can select views (month, week, and day) and colour-code the events to differentiate units and personal items.

Items with due dates automatically appear on the new calendar. If a lecturer changes a due date, the calendar gets updated as well. On the flip side, moving a calendar item (by clicking on the item or drag and drop) simultaneously changes a due date for a lecturer.
Calendar events may be viewed at once– or filtered to show only the desired mix of class and personal events. Users can select which calendars to view, ranging from personal to institution to individual unit listings.

These calendar items can also be exported via an iCal feed to Outlook, Google or other 3rd party calendars.
My Blackboard: My Grades

New Feature for Students

The My Grades tool found in My Blackboard consolidates all grades from across all your units into one view. There’s no need to go in and out of all your units to check your grades. You can quickly see a stream of the latest grades you’ve received, so you never miss a new grade that was posted. When you click on a grade in the stream, you will see additional detail like your lecturer’s feedback and the class average if your lecturer has made it available. You can also click into a Course view if you want to see your grades by course. For each Course, you can see your current overall grade (if your lecturer has made it available to you), as well as graded items in the course, submitted items that haven’t been graded yet, and upcoming assignments and assessments. My Grades is the only place you need to go to check your grades.
Text and Text-to-Voice Notifications (Feature not yet available)

Enhancement for All Users

You can now opt in to receive automated course notifications and system wide announcements through texts and/or text-to-voice calls. From course announcements, to an assignment that’s due, you can stay updated anytime, anywhere from your mobile device.
New Content Editor

Enhancement for All Users

The new and improved Content Editor enables simple content creation through an easy to use interface. The editor reads, writes and renders modern HTML – so the content you created in Microsoft Word and the course pages you designed so carefully in Dreamweaver will render with great fidelity within Blackboard Learn. We’ve made sure that the essential functions you need are there – the ability to resize images, find/replace, and simple icons in the toolbar for everyday tasks. And you can easily add rich content by pulling in mashups from YouTube, Flickr, Slideshare, and more. Another great feature of the new Content Editor is that you can expand it for full-frame editing, giving you a lot more real estate to build rich content.

Additionally, there is a new math editor in Blackboard Learn that simplifies creation and delivery of equations by enabling editing directly from the Content Editor. The new math editor supports saving and copy/paste of equations using mathML.
Item Analysis

New Feature for Educators

The new Item Analysis feature helps you easily refine your tests and quizzes by evaluating the quality and validity of each question and that question’s ability to discriminate between students who understand the material and those who do not. Ineffective questions can be easily identified and then you can quickly correct them with the Automatic Regrade feature.

As an educator, you will be able to access an at-a-glance summary of your assessments (see below). This summary provides insight into student performance on that assessment and how the question items performed.
And from this summary page, when you scroll down, you can see a list of questions sorted in order of discrimination – with the most ineffective listed on top. A simple red dot next to a question tells you if the question requires review.

After examining the question, you can see whether it was poor wording, vague answer choices or some other factor. If you decide to change or update that question, you can immediately take action right from this page by clicking the “Edit Test” button. You will be taken directly to the assessment where you can use the automatic regarding feature to either update or delete the question and regrade it – even if students have already
completed the assessment. And the updates flow automatically into the Grade Center. In summary, with the new Item Analysis feature, you can quickly and easily ensure that your assessments are successful discriminators of student performance.

**Fill in the Blank Question Enhancement**

*Enhancement for Educators*

Educators can now take advantage of using “contains” and “pattern match” logic when grading Fill in the Blank questions. That means you no longer have to rely upon an exact match for Blackboard Learn to automatically grade these questions. So you no longer have to enter multiple answer choices when creating a Fill in the Blank question in order for Blackboard to grade the question for you. For example, let’s say your test question is “Who was the first president of the United States?” Instead of trying to enter all possible correct answers for the blank (George Washington, Washington, President Washington, President George Washington, etc.), you can simply select “contains” and type Washington.
Integrating External Tools *(feature not yet available)*

Enhancement for Educators

Blackboard Learn allows you to integrate third-party tools into your course. These tools use the LTI (Learning Tools Interoperability) standard to connect Blackboard to the tool. If you use external resources that require logins for activities, such as virtual science experiments, interactive demonstrations, or assessments, you can specify a web link as a Link to a Tool Provider. Depending on configuration, this can then pass user information to the Tool Provider, creating a seamless experience for your students.

Service Pack 10 now allows these Tool Providers to post grades directly to the Blackboard Learn Grade Center, making management of assignments much easier for you.
File Picker Enhancement

*Enhancement for All Users (If the Content Management module is licensed by the institution)*

We are introducing a new and improved File Picker that will be available everywhere you attach files. The goal with Service Pack 10 was to de-clutter the page, remove unnecessary functionality and make the primary action of choosing a file as easy and simple as possible. The new File Picker will be available for both direct file attaching, as in Assignments, or attaching files via the Content Editor.