UA Blackboard Learn User Group

Purpose

The UA Blackboard Learn Users Group has been formed by the CIO Management Team (CMT) to bring together Blackboard Learn platform users from all levels of education across the UA System to engage and interact with each other. Organized and facilitated by its members, this User Group will provide a forum to network, share ideas, and exchange best practices. The group will also provide a community for learning, building technical skills and meeting technical experts.

The mission of the Bb Learn User Group is to foster effective communication among UA Blackboard Support teams and formal UA Governance Groups. In doing so the User Group seeks to:

- Exchange information and ideas
- Share best practices
- Provide input and/or consultation on changes to the service UA Learn
- Make requests about the service UA Learn to campus representative groups
- Create a network of support resources
- Stay up to date with changes and emerging trends

Core Activities

- Knowledge sharing among users on best practices in using Blackboard solutions and platforms
- Resource sharing including: OER resources, just-in-time resources, best practices, process frameworks
- Promote and champion Blackboard Learn solutions and adoption within their institutions
- Regularly liaise with UA technical teams to provide product updates and developments to user community
- Work together to creatively address the challenge of faculty development

Expectations

- Recruit new members for your group by reaching out to other Blackboard Learn users
- Promote your meetings through the community site and Blackboard Learn insights
- Identify guest speakers or subject matter experts and provide conversation points and content for presentations, hand-outs, e-mails to share with the group as necessary
- Set up a dedicated Blackboard Collaborate meeting room for your group
- Timely feedback and support on product or solution requests / issues
- Share success stories and client use cases for relevant solutions
- Request Training as needed