



Office Hours

Monthly product update webinar

Thursday 15 October, 2026

Accessibility Support for Today's Webinar

Turning on Closed Captions (CC)

More (...) → **Language and speech** → **Turn on live captions**

Captions then appear at the bottom of the screen for the rest of the session.

Sign Language Mode

More actions → **Settings** → **Accessibility** → **toggle on Sign language mode**

Then select Signer or Interpreter role.

Full instructions:

support.microsoft.com/en-us/accessibility/teams/use-sign-language-mode-in-microsoft-teams-meetings

About Office Hours



Who runs them

Office hours are facilitated by the Product team, Customer Success Managers, Support, and the wider team.



What we cover

Join the Blackboard® team to discuss in detail the latest feature releases, product developments, and emerging current issues.



Why join

An opportunity to provide feedback and ask questions of the Blackboard Product Management team and fellow clients.

Agenda

- **Welcome & Announcements**
- **Release Updates**
- **Topic: How we build together**
- **Topic: Support Update**
- **Open Discussion**

Today's Webinar

AI

Recording & notetaking consent

Based on Blackboard's AI Trustworthy Framework, the use of third-party AI generator software for notetaking or recording of this session requires consent from all webinar attendees and prior approval from Blackboard.

Blackboard LMS Roadmap Webinars

North America

Tuesday, December 1
12 p.m. EDT

Business and Government

Thursday, December 3
2 p.m. EDT

Aisa-Pacific

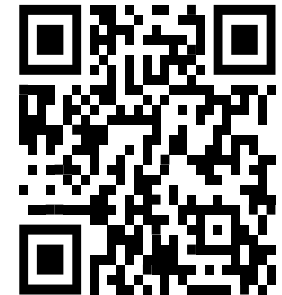
Wednesday, December 2
10 a.m. AEST

Europe, Middle East and Africa

Wednesday, December 2
3 p.m. GMT

Latin America and the Caribbean

Wednesday, December 2
10 a.m. EDT



 Blackboard

Digital Teaching Symposium 2026

Theme: Reach, Teach & Demonstrate

When: Thursday, November 19, 2026

[**REGISTER NOW →**](#)





Blackboard Ally

Fix Your Content Day 2026

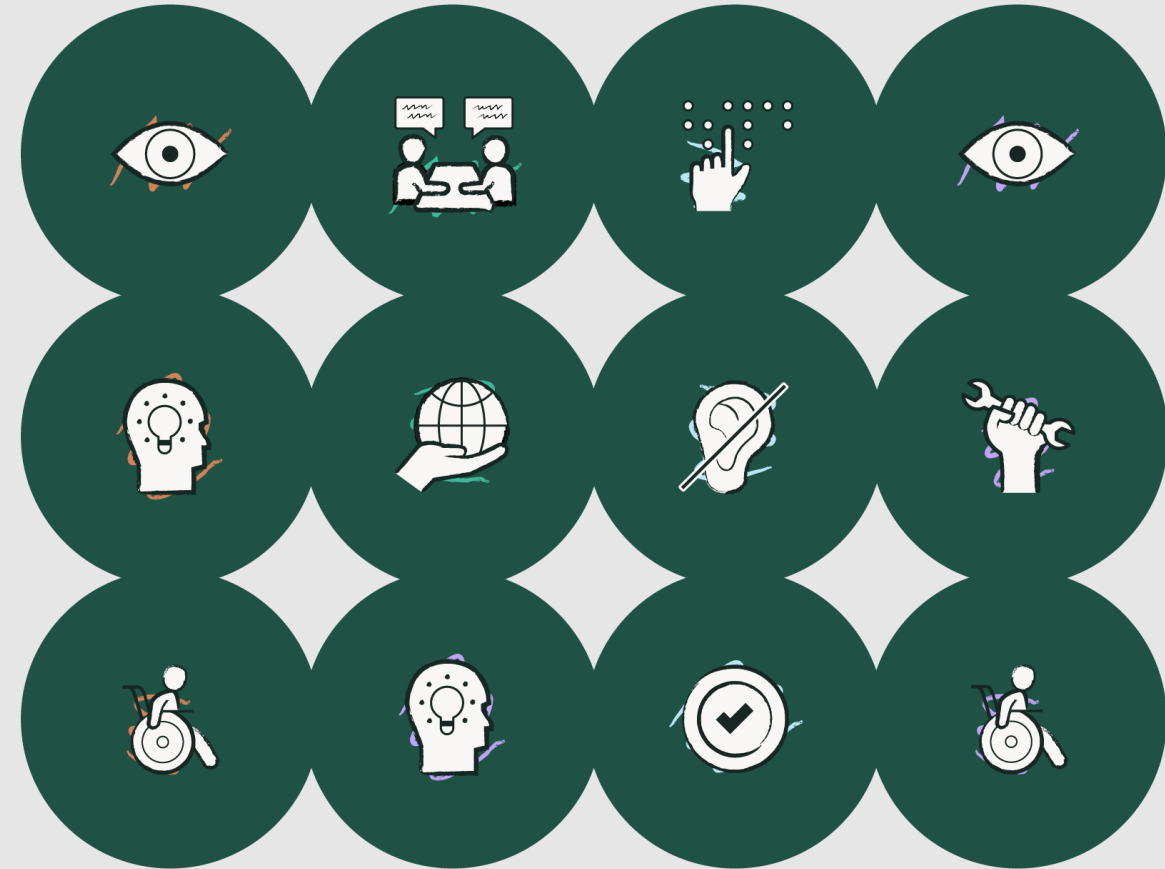
Fix Your Content Day IS BACK!

24 hours. One goal. More accessible content.

Tuesday, November 10, 2026

Bring your team together and take action to improve the accessibility of your digital content.

[REGISTER NOW →](#)



Webinar

Putting Blackboard LMS: AVA into practice

Ask an AVA Expert



October 21, 2026
Wednesday



Time: 11:00AM EDT

[Register Now](#)



What can you learn from an institution already putting AVA into practice?

Join **Shelby Huddleston, Director of Distance Learning at Cowley College**, and **Blackboard's AVA experts** for a live conversation about Cowley College's experience with AVA, including how instructors and students are using it and lessons learned along the way.

[Register Now](#)

APAC Blackboard User Group

Led by your peers, with each session featuring Blackboard updates, community driven discussion and more. Sessions take place every other Thursday, 11:00am AEST .

Sessions take place on the 3rd Thursday of the month (this morning)

To sign up please contact Sharon Long [<sharon.long@jcu.edu.au>](mailto:sharon.long@jcu.edu.au)



Release Updates

4001.2.0

Test / Stage: September 29
Prod: October 15

Instructional Design

- ~~Use Learning Activities to create flashcards for student self-review~~
- Configure editing permissions for Learning Object Repository objects
- Improvements to the beta Content Editor in Blackboard Documents

Assignments and Tests

- Manage rubrics from a dedicated course rubrics page
- Export and import rubrics

Gradebook

- Restore submission receipt search for anonymously graded assessments
- View exception indicators in the gradebook grid view
- Display username and last access date in the gradebook grid view
- Display points possible in the gradebook list view
- Reveal student identity for anonymous assessments

Communication and Collaboration

- Quiz students with the new AI Conversation type Pulse Quiz (Requires AVA)
- Start AI Conversations in a new immersive experience
- Lock an AI Conversation to a specific language

Mastery and Learning Pathways

- Specific members rule no longer blocks other release conditions

Blackboard Core

- Extend Your Top To Dos feature flag to August 2027

Integrations

- Prepare for the retirement of LTI 1.0 and 1.1 support

Upgrade to Ultra

- Preserve activity data for Tests, Discussions, and Journals

Course Catalog (requires Course Catalog subscription)

- Updated UI displays Course Catalog Premium name

4001.4.0

Test / Stage: October 13
Prod: November 5

Instructional Design

- Learning Object Repository Source Information
- More Improvements to the beta Content Editor in Blackboard Documents

Assignments and Tests

- Print and download rubrics

Gradebook

- Submit in-progress attempts on behalf of students
- Use AI Writing Tools in overall feedback (*requires AVA license*)

Communication and Collaboration

- Expand group management search capabilities

Integrations

- Manage Respondus availability with Institutional Hierarchy:
- Platform Notification Service (PNS) for Asset Processor Integrations
- The Grade Export v2 Instructor Approval workflow

Video Studio (requires Video Studio subscription)

- Use rewind and forward controls in Video Studio player



Office Hours edition

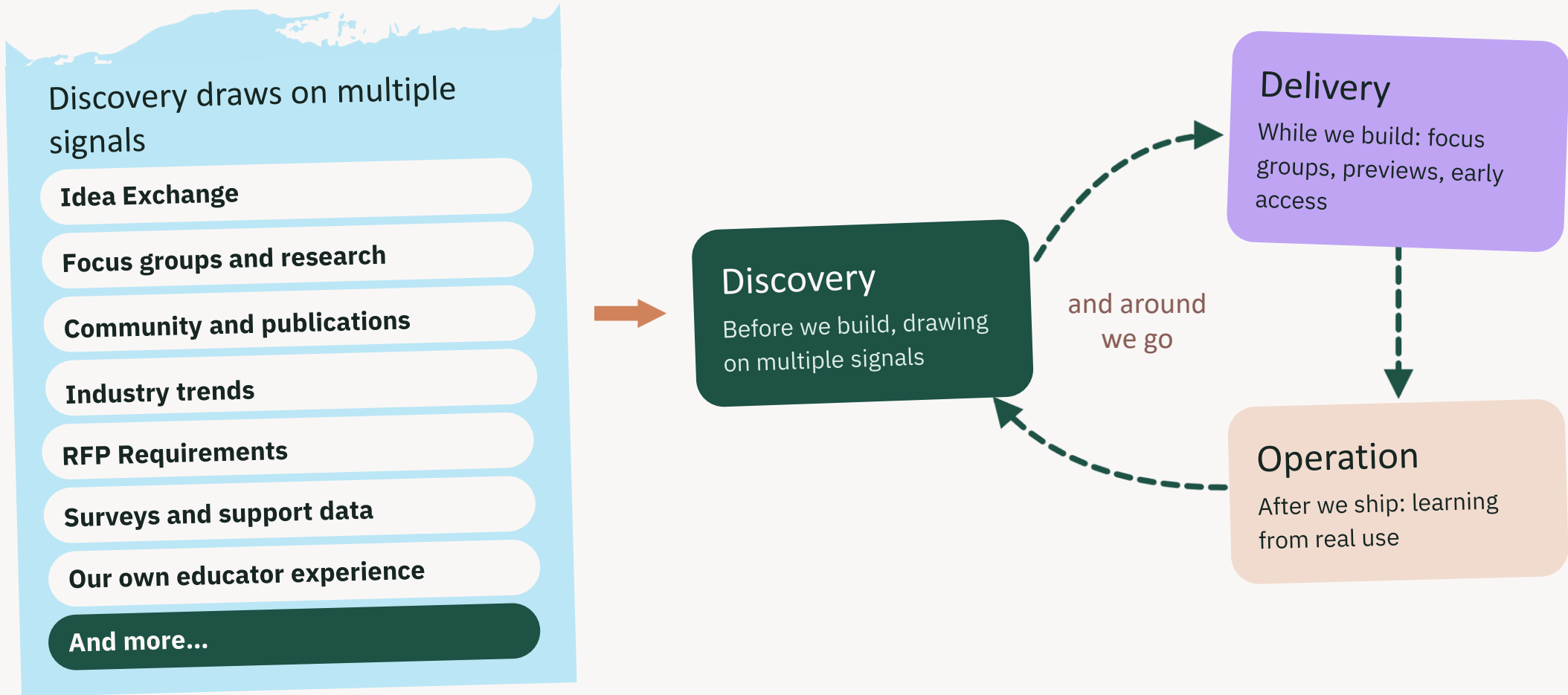
How we build, together

How your voice shapes the product, how we make choices on your behalf, and how we keep this partnership strong

We build alongside you, not just for you.

Many of the people building at Blackboard are current or former educators and administrators. They have built courses, supported faculty and run campus systems, and many still teach and serve in the same communities you do.

Listening is a loop, not a line



The life of an idea on the Idea Exchange

1

Share

Search first. Vote on an existing idea or post a new one that names the problem

2

Gather

Votes, comments and clarifications add reach and context

3

Review

Product teams review ideas regularly and may ask you for more detail

4

Decide

Votes count alongside other signals. Aligned ideas go into planning

5

Close the loop

Status updates and credit when it ships. Others stay open as priorities evolve



Steps 2 and 3 often repeat. We ask, you clarify, we review again, sometimes several times before we decide.

Tell us the problem. We'll find the right fix.

What we hear

"Add an email button to the gradebook."



The need underneath

Reach students who are falling behind.



What we explore

The solution that truly improves it.

Every idea lives inside a workflow

A change to one step affects the steps around it. Fix one piece in isolation and the whole journey can feel fractured.

Create

Submit

Grade

Feedback

The idea touches one step, shown dark. We design and test the whole path.

The recipe for a great idea

- ✓ **A clear problem.** Name the specific pain point, who it affects and how often it happens.
- ✓ **Actionable.** Specific enough to build or adopt, with a concrete example of the scenario.
- ✓ **Real impact.** Show the benefit: time saved, fewer errors, better outcomes for students.
- ✓ **Works at scale.** Useful across institutions and contexts, not only one local setup.
- ✓ **Community backing.** A shared need that earns votes and comments with real context, not just +1.

Pro tip: draft it before you post, lead with the problem rather than the fix.

Skip these

- Duplicates: vote on the existing idea instead
- Bug reports dressed up as ideas
- Big, abstract wishes with no path to action

Found a bug? A Support ticket gets it fixed faster

A thought experiment

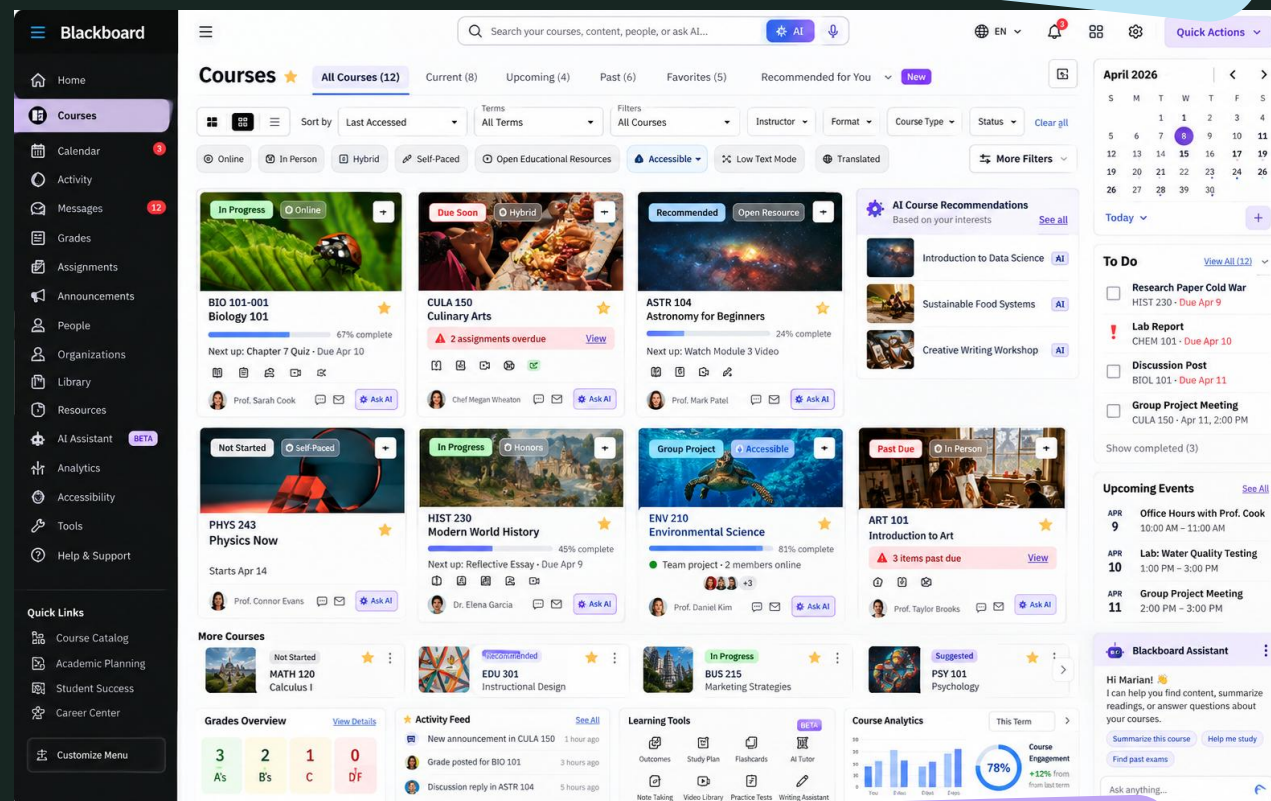
What if we built all 7,000 ideas?

Every idea is someone's real need. Built all at once, they would bury the course.

"As a system's flexibility and number of possible possible uses increase, its overall ease of use tends to decrease."

The flexibility–usability trade-off

Spoiler: it gets crowded



When we say no, it isn't because we didn't hear you.
It's because we heard everyone.

Every choice has to **earn its place**

Does it help you

Reach everyone?

Teach well?

Demonstrate outcomes?

One product, every customer

Every change reaches thousands of institutions at once, so it must work for yours and everyone else's.

Every yes is a not-yet

Capacity is finite. Choosing one feature means another waits its turn.

Foundation work protects you

Security, performance, accessibility and reliability keep your students and data safe, even when you can't see it.

Sequence matters

Some ideas depend on groundwork that has to ship first, so progress is not always visible right away.

Direct access is rare. Let's keep it that way.

Office hours, focus groups and an open Idea Exchange are not standard with most vendors. A few friendly house rules, drawn from our Idea Exchange Fair Use Policy, keep them working for everyone.

On the Idea Exchange

- Post one idea at a time and describe the problem
- Make sure what is being submitted is an 'idea' and not a defect
- Critique the product honestly, never the people
- Keep student, personal and confidential data out

In office hours

- Treat chat as a shared room: your peers read it too
- Put questions in Q&A so none get lost
- Send account issues to Support for an owner and follow-up
- Use forms for real feedback: people read every response

Hard feedback is welcome. Hostility isn't.

Our team's wellbeing is not a trade-off we are willing to make.

What's next for the Idea Exchange

We're working on three changes so your votes carry more weight, the ideas that matter most rise to the top, and you always know where an idea stands.

1 Votes that show what matters most

More structure around voting helps you put your votes behind your top priorities, so we can see what matters most to you.

2 A cleaner, more active Exchange

Ideas that don't gain wider community support within a set window will close automatically, so active ideas are easier to find.

3 Statuses that speak for themselves

Every status will finish the sentence “My idea is...” and tell you plainly how it fits our roadmap.

Heads-up: Plan for the Idea Exchange to be offline for about a week in late October or early November. Official dates to follow.

Your colleagues. Your neighbors. Your partners.



Education is at the heart of everything we do. We would rather build with you than for you, and we want to keep these doors open.

Idea Exchange

Suggest and vote on ideas



blackboard.com/idea-exchange

User Research Taskforce

Help shape what we build next



[Scan to sign up](#)

Support

Help, community and status



[blackboard.com/
community-and-support](https://blackboard.com/community-and-support)

Next office hours

Same time, same link

**Tuesday
October 13, 2026**



Topic

Support Update

Your new support experience: progress and what to expect

Customer Office Hours · October 2026 · Jen Ziegenmier, VP Global Support & Services

Goes live Thursday, October 29

Support centered around you



INTELLIGENT INTAKE

“You already know my setup.”

We use what we know about your account, product and issue before asking you questions.



ONE OWNER

“One person, start to finish.”

One named support owner stays with your issue until it's resolved.



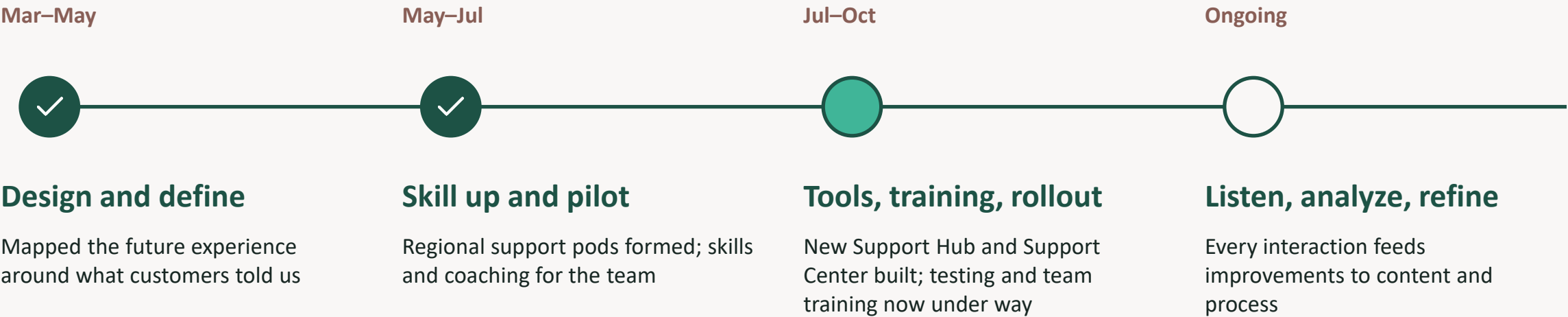
EXPERT-CONNECTED

“I always know where things stand.”

Specialists join behind the scenes, and you can always see status and next steps.

What we'll measure: customer satisfaction · SLA achievement · customer effort · employee satisfaction

A phased transformation, not a one-day switch



Where we are now Testing and training through October 22 · Go-live Thursday, October 29 · Close monitoring and fast fixes through year end

A cultural shift, not just a new system



One pod, one team

Regional pods bring a manager, service delivery managers and Tier 1 and Tier 2 reps together, working side by side.



A team that knows you

Customers work with a pod that knows them. When needed, teammates in another time zone keep your case moving overnight, and your owner picks up with full context.



Expertise across Blackboard

Reps can pull in Product, Engineering and other Blackboard teams quickly, without handing your case to someone new.



Training and coaching

Every rep is completing training on the new tools, alongside ongoing coaching on how we work with customers.



Collaboration is rewarded

We're encouraging and recognizing teamwork, so asking for help is how great support gets done.

Not a magic pill. A sustained investment of time, energy and resources: less friction, faster resolution, and an empowered team.

A Simplified Path to Getting Support

1

Start at the Support Hub

supporthub.blackboard.com

Product documentation, service status and community resources, no sign-in needed. Sign in with your existing support site credentials for personalized support.

2

Ask in the Support Center

support.blackboard.com

Ask the Blackboard Support Bot in your own words or search the knowledge base. Answers come from current, Blackboard-approved content. View and update your cases here too.

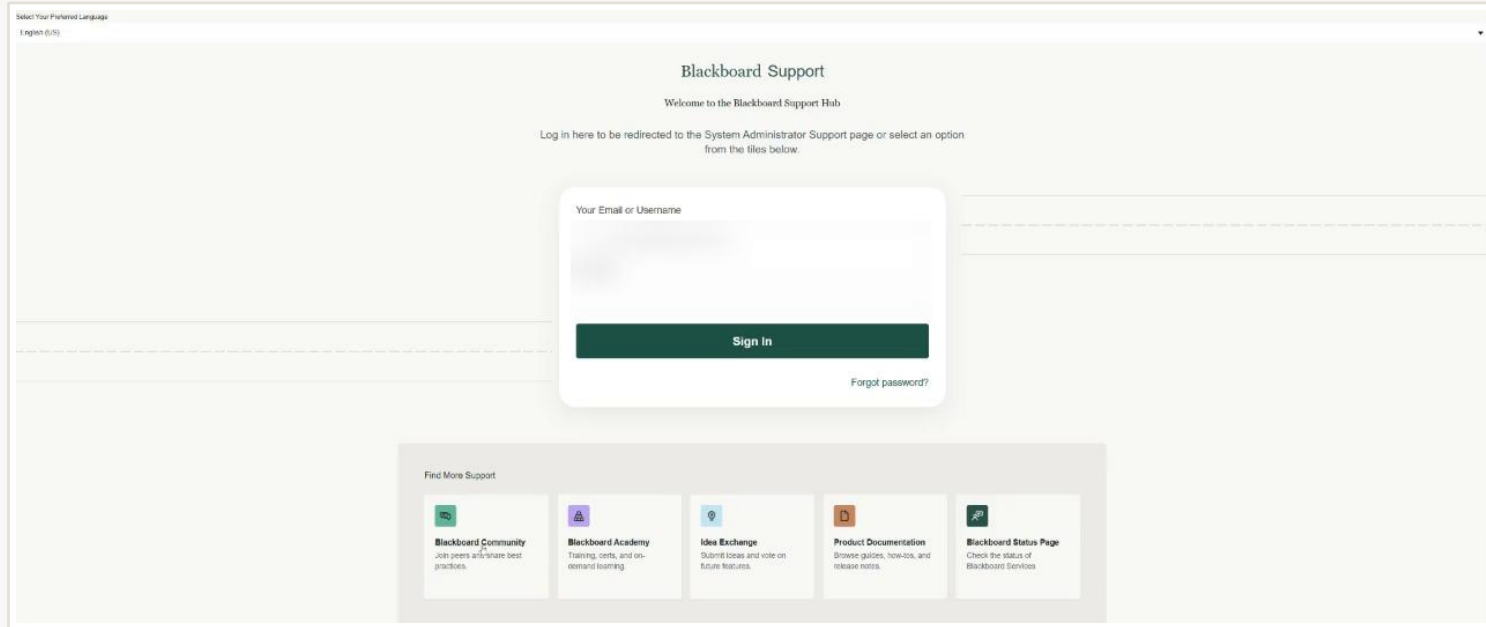
3

Reach a person anytime

Just ask

Ask for a person whenever you want. If an issue is complex, high-impact or needs human judgment, you're moved to our team automatically.

The Support Hub: one front door



Walkthrough of the Support Hub test site, no audio. Sign-in details are blurred. Select play to start.

Find More Support, no sign-in needed: Blackboard Community · Blackboard Academy · Idea Exchange · Product Documentation · Blackboard Status Page

1

One front door

Choose your preferred language, then sign in or pick a resource tile.

2

Sign in once

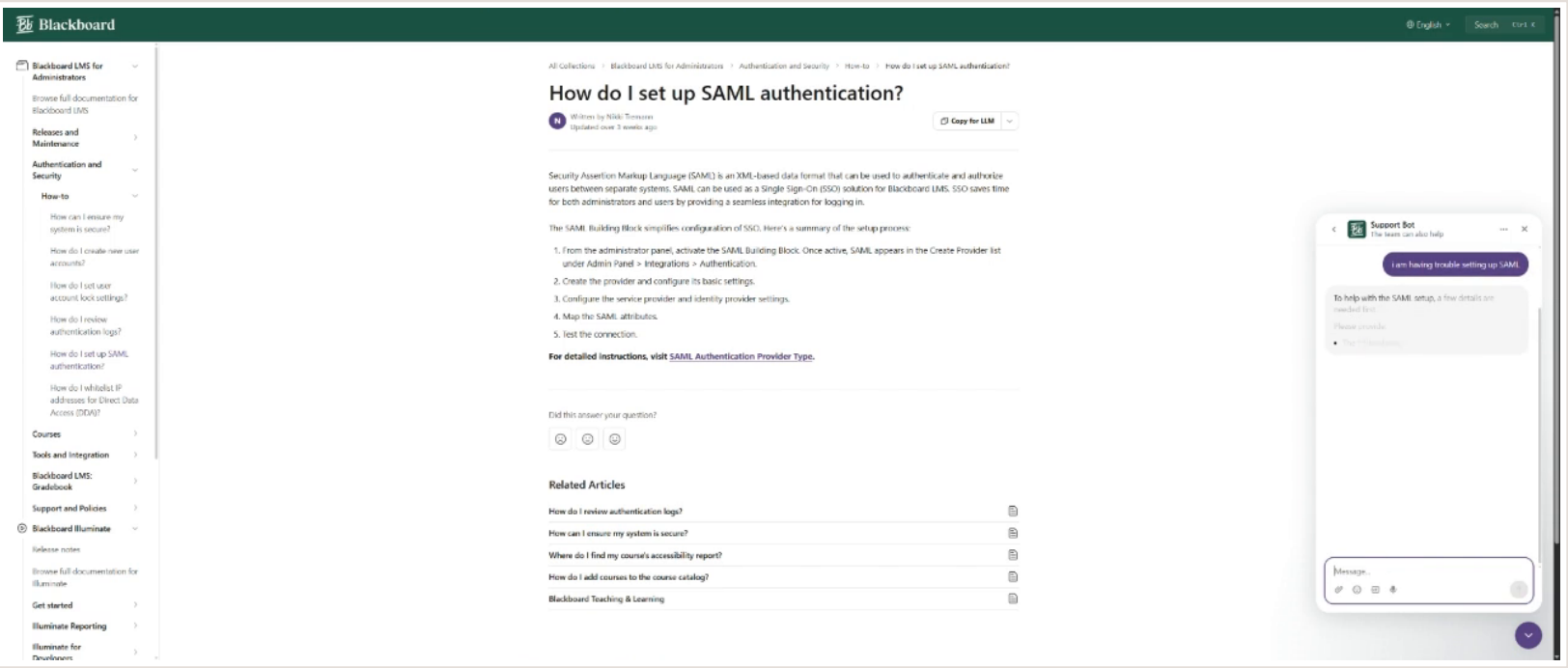
Use your existing support site credentials. You're redirected to the System Administrator Support page.

3

Resources without signing in

Community, Academy, Idea Exchange, Product Documentation and the Status Page are one click away.

The Support Center and the Blackboard Support Bot



1

Search and browse

Search across products, or browse collections for Blackboard LMS, Illuminate, Ally and Evaluate.

2

Approved articles

Clear steps, related articles, and a quick way to tell us if an answer helped.

3

Ask the Support Bot

Ask in your own words. It gathers the details it needs once, and the team is always available.

Walkthrough of the Support Center test site, no audio. Select play to start.

Need a person? Just ask. Your conversation, the steps you've tried and your account context go with your case, so you won't start over.

What you can count on

People at the center

The Support Bot is your first stop for quick answers, not a barrier. Our team is always within reach.

The right person, faster

Rebuilt routing uses your question, product and account context.

A team with AI assistance

Our reps use AI to bring together your history and the right guidance, so they spend time solving.

No starting over

Your conversation and the steps you've tried go with your case.

One owner, start to finish

Specialists work behind the scenes; your owner doesn't change.

Clear status and next steps

See where each case stands, who's on it, and whose move is next.

Before October 29

- Bookmark supporthub.blackboard.com and share it with your system administrators
- Confirm your admins can sign in with their existing support site credentials
- Follow video updates on Blackboard Community: community.blackboard.com/pages/support

Open Discussion



Any additional thoughts on content shared today?



What are you looking forward to?



Any clarifications needed?



Any questions about the release updates?



What are your current challenges?

Idea Exchange



Any other ideas? Post them on the Idea Exchange

anthology-teachingandlearning.ideas.aha.io



Thank you

Blackboard delivers the digital environment for transformational teaching and learning.