



Blackboard Office Hours

April 21, 2026



About Office Hours

- Office hours are facilitated by the Product team, Customer Success Managers, and the wider team.
- Join the Blackboard team to discuss in detail the latest feature releases, product developments, and emerging current issues.
- Opportunity to provide feedback and ask questions of the Blackboard Product Management team and fellow clients.
- The slide deck and recording will be shared after the meeting.

Agenda

- Welcome & Announcements
- Infrastructure Maintenance Update
- Release Updates
- Demo: AVA Playground
- Demo: Guest Access
- Demo: Answer Level Feedback on Multiple Choice
- Open Discussion

Blackboard User Group

Led by your peers with each session featuring a client or guest speaker. Sessions take place every other Thursday, 11:00am EST (4:00pm BST).

- Thu April 30th **Scaffolding & Creating Micro-Learning for the TikTok Generation** – Kelly Hambel and Alexander Burchett – Bryant & Stratton College NY
- Thu May 14th **What our Staff and Students Told Us about Blackboard Ultra- and How We're Acting on it!** - Emma Herrod and Jackie Farbairn from the University of Reading in Berkshire England.

 **April 2026 Update** - [New Registration process](#) - sign up for calendar appt and reminder emails.

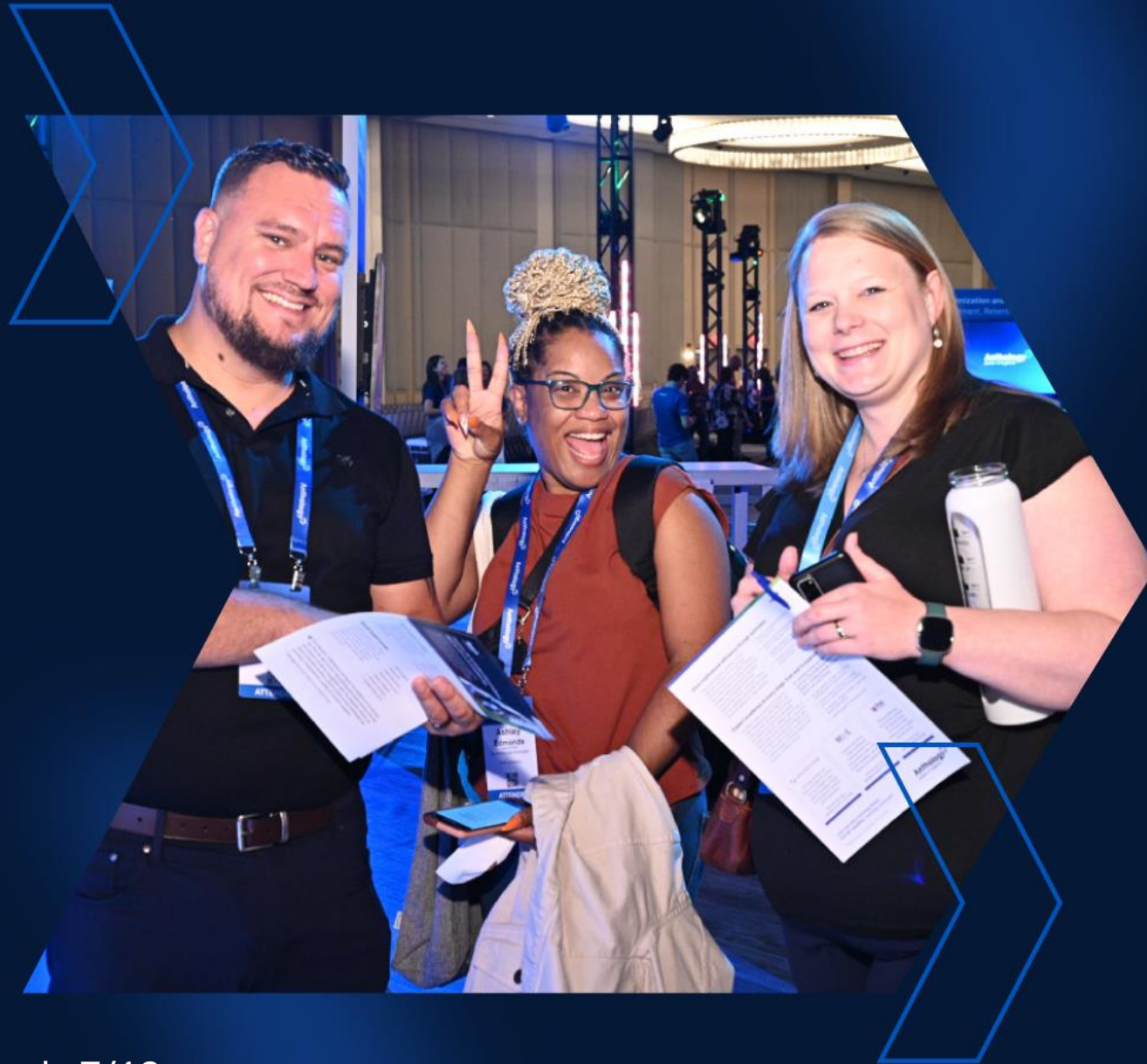
Building Blackboard Together 2026

ALL IN

July 13-15, 2026 | Hilton Anatole | Dallas, Texas

REGISTER NOW!

conference.blackboard.com



Early Bird savings end 5/22 | Regular registration ends 7/12

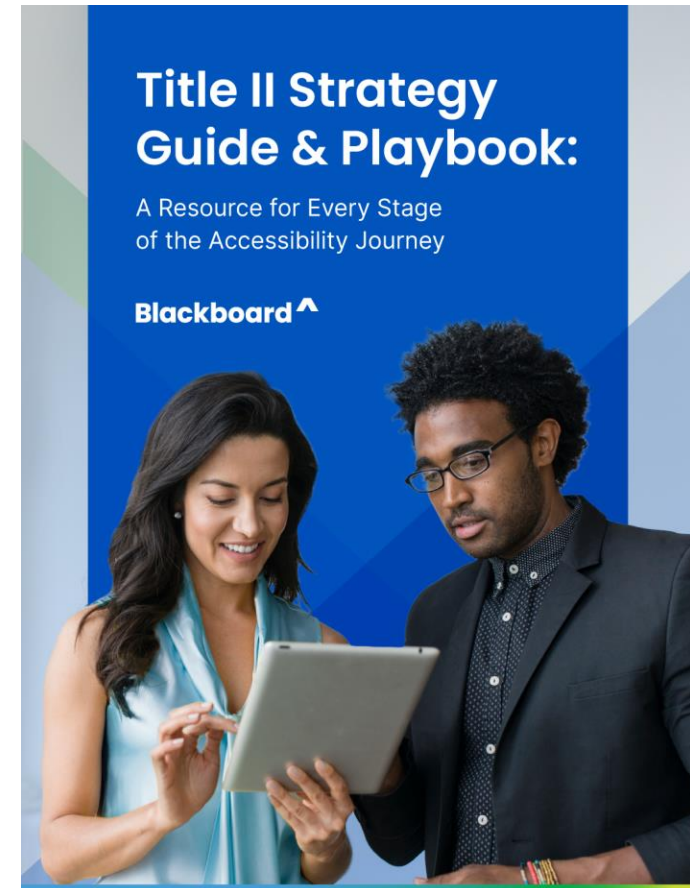
Title II Strategy Guide & Playbook

A practical playbook for Title II readiness and building a sustainable accessibility strategy, including:

- Simple frameworks to guide action at any maturity level: Learn → Plan → Act → Sustain.
- A focus on realistic, cross-team execution with clear ownership and measurable progress

Created by a cross-functional team of accessibility strategists, product experts, and with inputs and best practices shared by the Blackboard Accessibility Advisory Council.

[Download the Guide](#)



User Testing: Discussions with Two Due Dates

We are launching user testing to evaluate the usability and performance of discussions with two due dates. Participants can sign up to test the feature and provide feedback to help us refine the experience.

[Sign-up form: test and provide feedback on discussions with 2 due dates: Rellenar formulario](#)



Infrastructure Maintenance Update

A blue geometric graphic consisting of a large blue triangle on the left side of the bottom half of the slide, and a dark blue triangle on the right side, meeting at a diagonal line.

Infrastructure Maintenance Update

Blackboard is modernizing the infrastructure that supports Blackboard LMS to improve security, reliability, and long-term scalability. The upgraded infrastructure is designed to standardize environments globally, meet higher security requirements, and improve operational consistency. This upgrade requires a **minimum of two hours of downtime**.

Administrators will receive an email with the selected date at least two weeks prior to their upgrade window. If this date is acceptable, no further action is required. If you wish to change the upgrade window, please use the Downtime Maintenance Scheduler in the admin panel.

Stage : May 11 and June 30, 2026

Production : May 18 and Dec 15, 2026

(scheduled during off hours based on the hosting region.)

Support bulletin will be posted by COB today

Note: FedRAMP Moderate environments in GovCloud are NOT impacted by this announcement; all environments in GovCloud were upgraded to this infrastructure in 2025.

Tech Preview: Gradebook Grid View

- A stronger technical preview experience is now scheduled for May 21-June 4
- Why we made this change:
 - Additional 4 weeks of engineering time
 - More robust grading workflows and performance
 - Stronger preview testing and evaluation experience
 - Higher-quality, more actionable participant feedback
- What stays the same:
 - 2-week preview window
 - Same participation model (each instructor gets a course with pre-build assessments, some grading completed, ready for more grading/posting, etc.)
 - Same opportunity to test and share feedback
- Communication
 - Participant emails will be sent this week
 - Outreach includes revised timeline and rationale
 - We recognize timing may be less than ideal for spring/summer teaching schedules/contracts

Release Updates

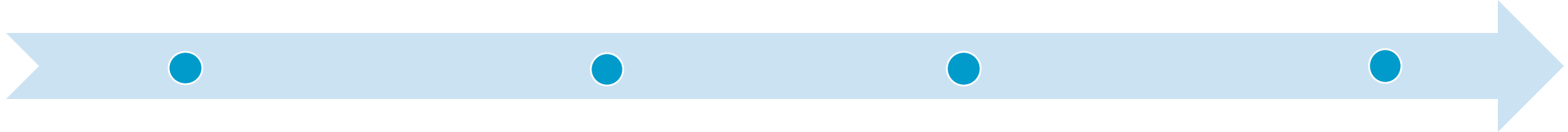
The bottom half of the slide features a dark blue background with a diagonal line separating a lighter blue triangular area on the left from a darker blue trapezoidal area on the right.

Recent Releases: 2026 Blackboard SaaS

4000.12.0 - Blackboard SaaS Production

March 31 – Release of version
4000.12.0 (4000.12.0-rel.30+4e825b1)

April 16 – Release of version 4000.12.0
(4000.12.0-rel.35+655ff5b)



April 2 – Release of version 4000.12.0
(4000.12.0-rel.31+075c03f)

April 23 – Release of version 4000.12.0
(TBD)

Fixes in the upcoming 4000.12.0 Release – April 23, 2026

- There are no fixes to report for now. Please check the article on Thursday.

Note: this is a preliminary list, the final list with all fixes will be available in Thursday's article.

May Release - V 4000.15 – Production Update

Test/Stage on April 14
Prod on May 7

Instructional Design

- White space improvements in Documents
- Improved screen reader experience in document view mode

Mastery and Learning Pathways

- Visualize release conditions inherited by items in learning modules and folders
- Sync Program data from SIS
- Sync Term Types from SIS

Gradebook

- Carry group filter into Flexible Grading
- Resized Accommodations icon

Assignments and Tests

- Provide answer-level feedback for multiple choice and multiple answer questions:
- Lock answer options in a fixed position for multiple choice and multiple answer questions

Security

- Strengthen logout behavior for supported SAML SSO configurations

Integrations

- Enhanced Institutional Hierarchy control for UEF integrations

AVA *(Included in your Blackboard license until 30 June 2026)*

- Explore with AI Playground

Communication & Collaboration

- Rebuilding the Groups management experience for instructors
- Make second due date for Discussions visible in Gradebook

Blackboard Core

- Improved search and navigation in Course Switcher
- Remove feature flag for Learning Module Table of Contents

Blackboard Admin

- Use built-in guest access for course content in Ultra
- Cancel queued course copy and delete tasks
- Restrict attempt activity in completed Original courses

Course Catalog *(Requires Course Catalog license)*

- Only show students in Download Certificate search results

Milestone *(Requires Milestone license)*

- Receive expiration alerts for Open Badge 3.0 credentials

Video Studio *(Requires Video Studio license)*

- Add audio descriptions for inclusive videos*

* *This feature is available as part of the core product in Announcements and Feedback.*

Demo: AVA Playground

Demo: Guest Access

Demo: Answer Level Feedback on Multiple Choice

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?

Any other ideas? Post them on the Idea Exchange!



<https://anthology-teachingandlearning.ideas.aha.io>

Blackboard 