

## Statement of Work

### Blackboard Learn Implementation & Training Service

#### 1 Summary

The services included herein are designed to help the customer deliver blended or fully online teaching and learning using Blackboard Learn Ultra.

#### 2 Scope of Services

Blackboard will help the client in the following ways:

- 2.1 Communication Planning Guide - Blackboard will provide a basic guide to the client for creating a communication plan that will include how to access online classes via Blackboard Learn links to the Blackboard Help site.
- 2.2 Two Master Course Templates – Blackboard will provide the client’s instructional technology team two (pre-developed) master course templates (e.g., primary and secondary). The templates will be used to create course shells for staff or teachers to use in populating their courses. The templates will be pre-populated with links to videos and reference materials. The intent of the template is to create a simple online course that can be easily populated to get started teaching online quickly. Learn Teaching Essentials for K12
- 2.3 Blackboard Learn Ultra for K12 – A facilitated asynchronous online workshop for K-12 clients that is delivered using an online course built in Learn Ultra that extends the classroom learning and introduces clients to Blackboard Help and the Blackboard Community. The facilitation lasts four weeks and is limited to 200 teachers.
  - Module 1: Setting Up Your Online Course
    - Getting Started with Blackboard Learn
      - Introduction to Blackboard Learn
    - Creating Course Structures
      - The Ultra Course View
      - Course Structures
  - Module 2: Providing Content to Students Online
    - Creating Course Content
      - Providing Content
      - Uploading Content
      - Creating Documents
      - Student Preview
  - Module 3: Collecting Homework and Assignments Online
    - Assignments
      - Creating and grading Assignments
      - Preventing Plagiarism
    - Scoring Guides
      - Rubrics
    - Designing Engaging Discussions

- Creating and Grading Discussions
  - Tests
    - Test Creation and Management
    - Additional Test Features
- Module 4: Grading Online
  - The Gradebook
    - Gradebook Overview
    - Managing the Gradebook
    - Grading and Reporting Overview
- Module 5: Communicating with Students Online
  - Communication Tools
    - Communicating with Learners

2.4 Learn Administrator Training - The sessions provide clients with assistance in configuring their Learn system. The program comprises three (3) synchronous two-hour sessions delivered remotely via Blackboard Collaborate.

The sessions are intended to help the client customize their Blackboard environment so that it best serves their instructional goals and district structure. These sessions are designed to address configuration sessions via the GUI (Graphic User Interface). They will not cover technical topics. Topics covered may include:

- Ultra-Base Navigation
- Create, Edit, Manage Users through the GUI
- Course/Organization Management & Enrolments
- Tools, Utilities & Support Resources
- Collaborate Ultra (if purchased)
- Mobile app configuration set-up and enabled
- Safe Assign default settings

### 3 Customer Responsibilities

Blackboard's Consulting model assumes active participation from the Customer team. The Customer is responsible for staffing resources on the project that have the necessary functional and technical knowledge to successfully execute required tasks. This includes a Customer representative to be the primary point of contact for the Blackboard Project Manager.

### 4 Service Pricing

The fees and invoicing schedule for the services described herein are as noted below.

Service Title	Product Code	Term	Fees
Blackboard Learn Implementation & Training	AS-IMP-TRN-K12	One Year	\$4,300 Invoiced on Contract Signature

## 5 Project Timeline

The project plan will be drafted, agreed to, and tracked with the Customer during or after the planning phase. Timing and dependencies are identified as outputs from planning sessions and a formal plan will be drafted and tracked in partnership with the Customer Representative or Project Lead.

## 6 Change Control

Changes to scope, resources, staffing, or timeline may impact the pricing set forth herein. In the event a change occurs, the parties may capture and assess the impact and relevant implications through the project change control process. In this process, the parties will agree on a Project Change Request (“PCR”) document. Any PCR must be approved by both Customer and Blackboard.

## 7 General Engagement Assumptions

Variance from the assumptions will be considered a request to change the scope of services performed under this SOW subject to the Blackboard Professional Services Schedule between Customer and Blackboard and may affect the actual schedule and cost of the project.

- This agreement covers only the activities as described.
- Staffing and scheduling for project roles/positions will begin once the Statement of Work is signed and Purchase Order is received.
- Payment for any software licenses is not contingent on or related to payment or performance for professional services.
- Third-party products and services, except as expressly noted above, Customer will separately procure and provide all third-party products and services in a timely manner to support the Services as defined in this Statement of Work. Blackboard is not responsible for making changes to the configuration or data contained or used in third-party systems, including but not limited to the Customer’s Student Information System.
- Following delivery of services under this agreement, the project will commence close out activities and close no later than 4 weeks following the date of final delivery of the services, unless the parties otherwise agree in writing signed by all parties.
- Webinars and training sessions will be delivered remotely via Blackboard Collaborate for up to a maximum of 20 participants to maintain an effective instructor-student ratio.
- Collaborate sessions may be recorded. Recordings are not for wide distribution or consumption. They must not be posted in a publicly accessible location. They may not be sold or otherwise distributed for the purpose of profit and remain the intellectual property of Blackboard.
- The services described herein expire one (1) year from contract start date.