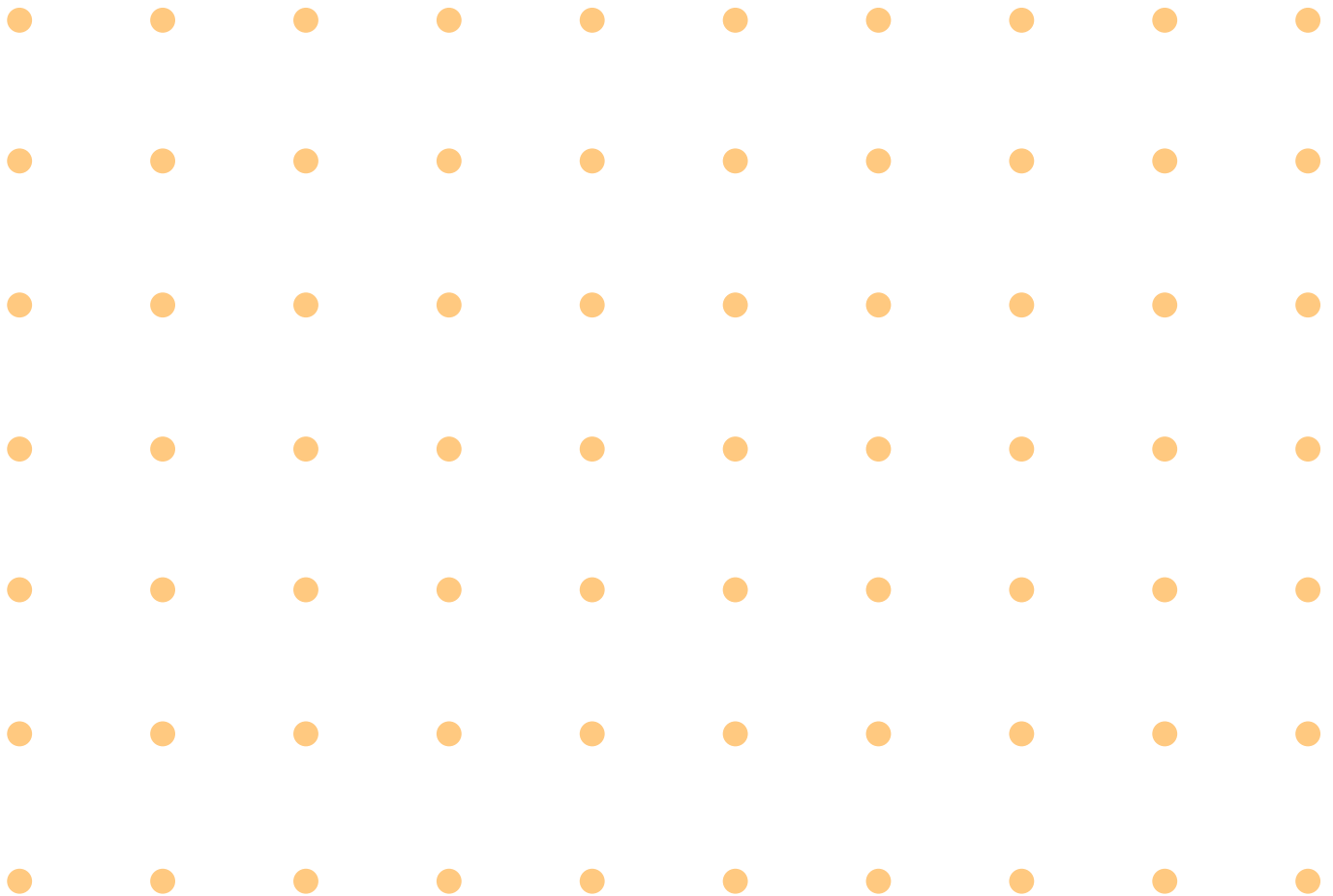# Blackboard®

eesysoft

EdTech Adoption Platform

A Cost Effective EdTech Strategy with EesySoft

> 3 Ways EesySoft helps institutions digitize learning and optimize spending by streamlining adoption & support.

Executive Summary

It's a challenging time for educational leaders. Institutions are under pressure to digitalize and to simultaneously ensure course continuity and quality online. Add into the mix an unpredictability surrounding budgets – it becomes clear that institutions are looking for solutions that both generate increased efficiencies and provide modernization.

EesySoft's mission is to help modernize institutions and to improve their efficiency by getting the most out of their technology investments. In this paper we will look at a few pertinent use cases.

1. Provide on-screen "Tier Zero" support directly within Blackboard Learn

EesySoft presents all Blackboard Learn help articles on-screen, as well as any additional institution created knowledge-base articles.

When the Support Center is initiated, role, page, and content-specific articles are shown automatically to the appropriate user.
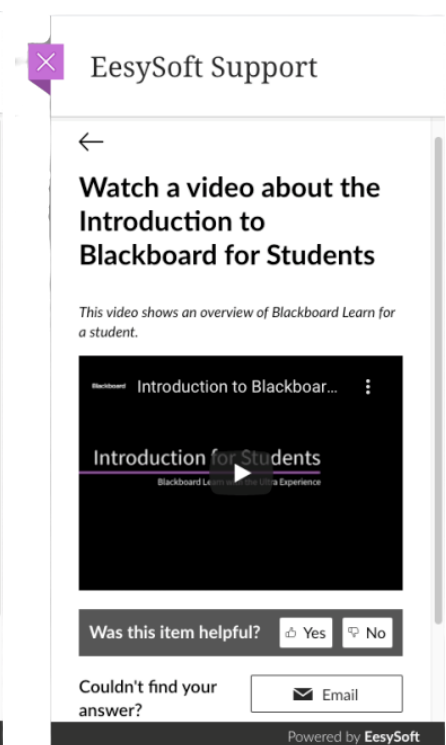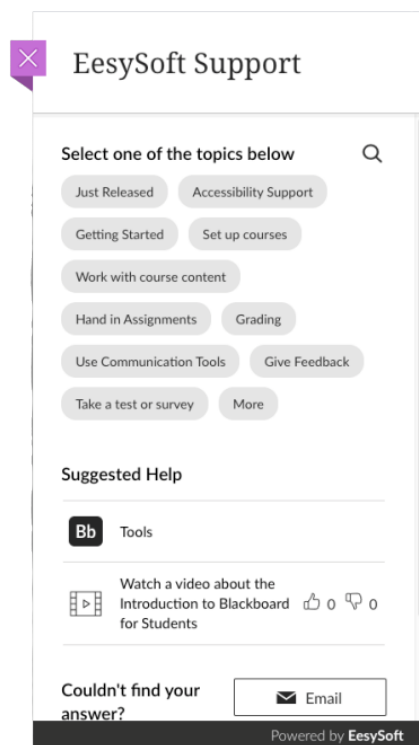
Escalation options are on-screen, robust, and allow for routing to any destination desired, whether that be email, phone, or an institution's own chat plugin. These routing options can be based on time of the request, user role, course, etc.

All escalated support requests include important user information such as the user's course ID, role, OS, browser, time, page visited, article triggers and more.

• Outcomes

Offer automation for entry-level support while offering substantial cost savings for the institution's support services. Increased use of in-Blackboard Learn features, attention to quality, and data-filled escalations with direct correlation to lowering resolution times.

2. Increase Quality of Online Course Offerings

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Use the EesySoft Tool Adoption Reports to isolate courses where learning objective components are not present. For example: find all courses where teaching assistants' information has not been loaded, locate where content has not been loaded, or isolate online course discussion boards that have not yet been established.
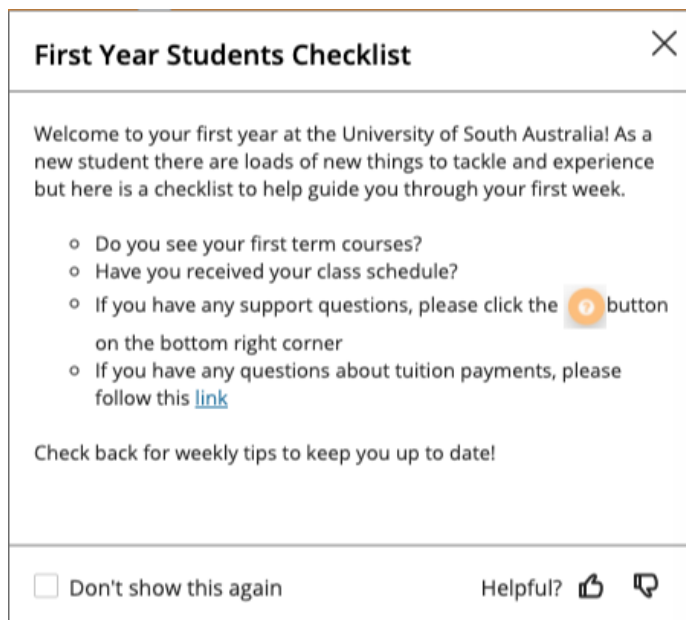
Tool Group	Adoption
Instructor	
⊞ Assessment	1598 / 1932
⊞ Collaboration and communication	1640 / 1932
⊞ Content	1686 / 1932
⊞ Course Management	1543 / 1932
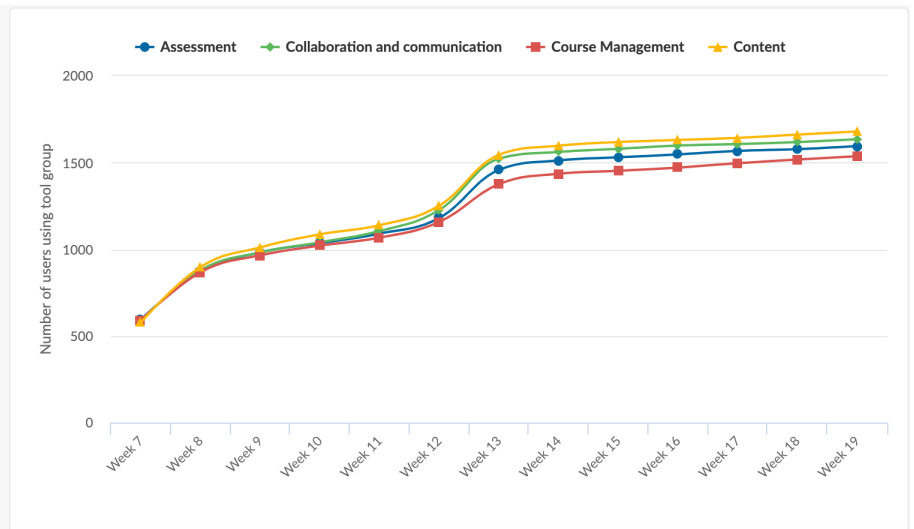
Additionally, you can offer each instructor with their own course reports to see individual student engagement for key course tools (virtual rooms within Blackboard Collaborate, Assessment engagement via Blackboard Ally, discussion boards, grade center, etc.)

Send in-application messages targeted to instructors and/or teaching assistants in courses where key learning objective drivers are not complete (i.e. "non-active users") in order to drive usage.

Send in-application messages to remind all or specific students of course aspects to be completed via links, videos, GIFs, text, or images, at any point during the semester/school year.

First Year Students Checklist   ✕

Welcome to your first year at the University of South Australia! As a new student there are loads of new things to tackle and experience but here is a checklist to help guide you through your first week.

○ Do you see your first term courses?
○ Have you received your class schedule?
○ If you have any support questions, please click the ⬤ button on the bottom right corner
○ If you have any questions about tuition payments, please follow this link

Check back for weekly tips to keep you up to date!

☐ Don't show this again   Helpful? 👍 👎
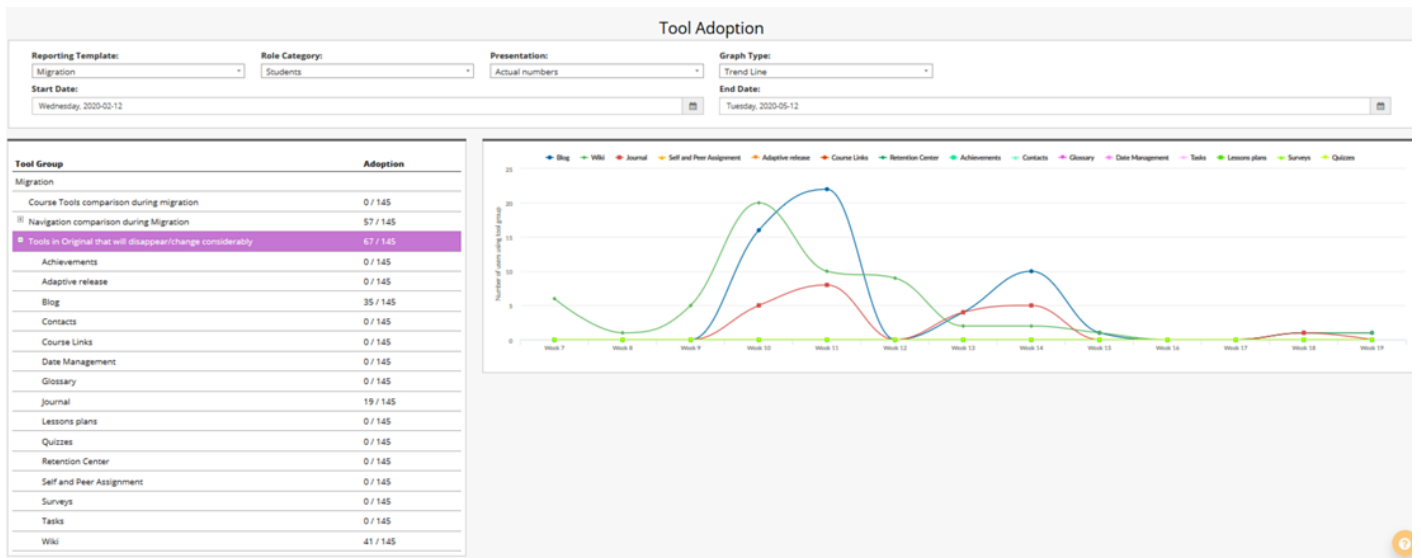

• Outcomes

Save time and energy to ensure course learning objective components are implemented and continuously used. Use rich Blackboard Learn usage data to target in-application messaging to those stakeholders or courses that display a gap between user behavior and desired learning objective components. Improve the quality of online courses and lower overhead administrative costs.

3. Impact and Value Assessment with EesySoft

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EesySoft's adoption and usage reports present 'apples to apples' usage insights for all Blackboard Learn tools in addition to 3rd party applications. This enables universities to have an idea of the usage of potentially overlapping technologies and use cases when deciding which tools to extend, purchase, or remove. Imagine an institution is running four video platforms – EesySoft would be able to show and compare usage of all those tools.

Adoption increases are often derived from teaching, learning or faculty development sessions. EesySoft embeds internal or external events into adoption reports to gauge the impact within a course, campus, or institution.

• Outcomes

EesySoft allows institutions to have a better understanding of the usage of tools to include in budget utilization conversions. Institutional events can be included to measure the efficacy of training or teaching and learning sessions upon tool usage and adoption.

Outcomes Summary

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• Provide On-Screen, "Tier Zero" Support Directly within Blackboard Learn

Offer automation for entry-level support while offering substantial cost savings for the institution's support services. Increased use of in-Blackboard Learn features, attention to quality, and data-filled escalations with direct correlation to lowering resolution times.

• Increase Quality of Online Course Offerings

Save time and energy to ensure course learning objective components are implemented and continuously used by applying rich Blackboard Learn usage insights (gathered by EesySoft), to purpose targeted in-application messaging to unengaged users.

• Assess Impact and Value of EdTech Investments with EesySoft

EesySoft allows institutions to have a better understanding of the usage of tools to include in budget utilization conversions. Institutional events can be included to measure the efficacy of training or teaching and learning sessions upon tool usage and adoption.

If you would like to learn more about how EesySoft can help your Institution in it's learning digitalization process, checkout our product tour on eesysoft.com/tour or get in touch with:

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