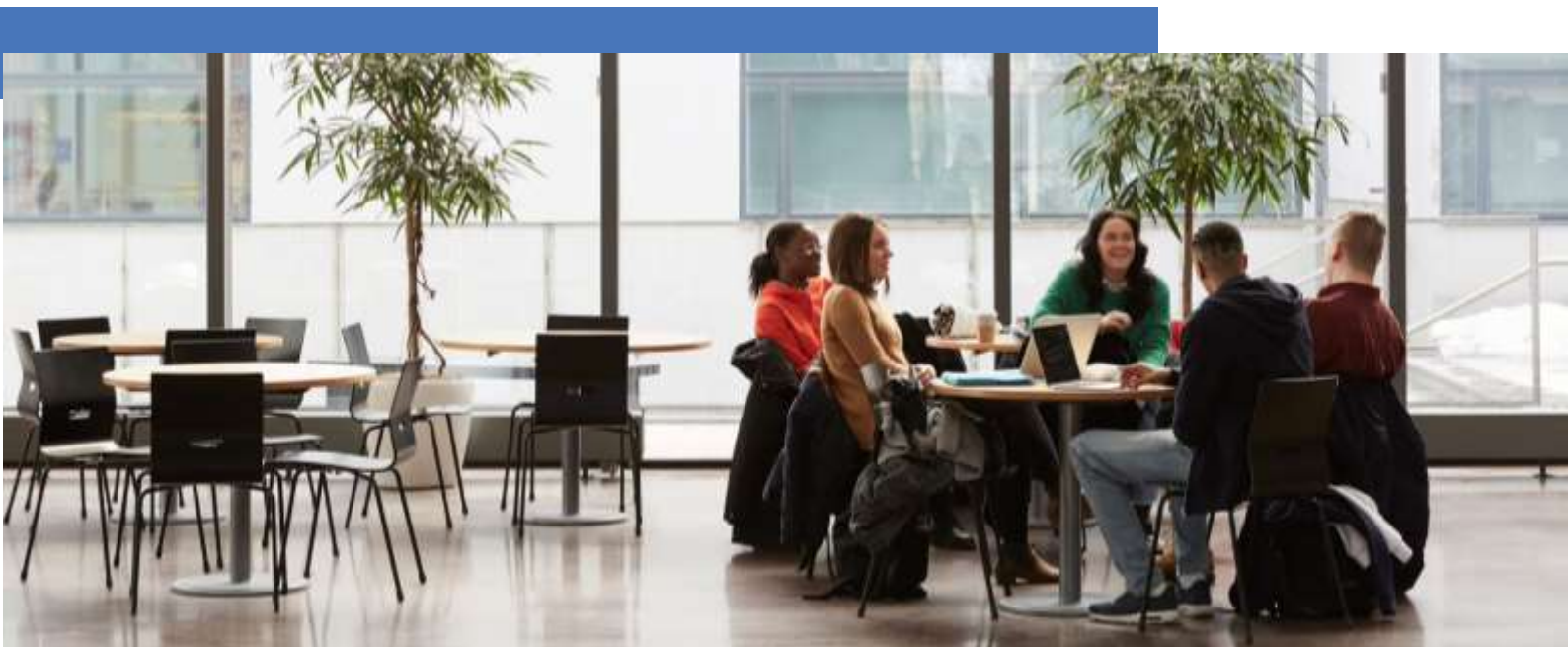


Blackboard Learn and OLMS FAQ

Supporting Clients during Novel Coronavirus (2019-nCoV)



Blackboard®

Overview

This document has been prepared as a guide only, without considering the objectives or needs of any single individual client. The information is only intended to provide a general overview of the matters with which it deals. The information is not intended to be comprehensive or absolute. It is based on our own internal testing (up to the date released) as a means to better respond to client requests. There are multiple factors which we cannot influence, nor control. As this is a fluid situation, with factors beyond our control we are unable to provide this information as a guarantee but instead is provided in good faith at the time of publishing.

Release Date	Published By
10 February 2020	Nicole Wall
11 February 2020	Michael Garner
13 February	Nicole Wall

How do I know if access to our environment from within China is ok?

Access to your learning environment will largely depend on the end user, their internet connection and location. We have conducted sample testing across our products and the results are contained within this document.

We recommend using a stable, high speed internet connection to provide the best potential for a good experience, however, the user experience cannot be guaranteed.

Will my students be able to access our instance of Learn SaaS from within China? What is the Experience?

We have conducted multiple tests from computers and internet connections inside mainland China accessing a Learn SaaS environment in the Sydney AWS zone as a student with the following results.

Learn SaaS Ultra

At present users within China can access our Learn SaaS Ultra experience hosted outside of China mainland. Blackboard Learn SaaS Ultra experience performed well.

Step	Expected Result	Actual Result
1. Go to Learn SaaS URL	Login page loads	Login page loads
2. Log in as Student User	Login successful	Login successful
3. Go to Institution Page	Images and content load successfully	Images and content load successfully
4. Go to Course	Course outline page loads	Course outline page loads
5. Access Module and content	Ultra document opens, images display and video can be played	Ultra document opens, images display and video can be played
6. Close Content and click on next item	Content loads	Page opens and text content loads; video doesn't show as it is linked to Youtube.
6a. Video Upload	User uploads video	Tested with 32M video file and successfully uploaded
7. Close item and Click on Assignment, submit Sample Assignment PDF	Assignment content loads User can submit assignment	Assignment content loads User can submit assignment

Learn SaaS Original

At present users within China can access our Learn SaaS Original experience hosted outside of China mainland. Blackboard Learn SaaS Original experience performed well.

Step	Expected Result	Actual Result
1. Go to Learn SaaS URL	Login page loads	Login page loads
2. Log in as Student User	Login successful	Login successful
3. Go to Institution Page	Images and content load successfully	Images and content load successfully
4. Go to Courses	Course outline page loads	Course page loads
5. Access Module and content	Original document opens, text and images display and video can be played	Original document opens, text and images display; Youtube videos can not be played.
6. Close Content and click on next item	Content loads	Page opens and text content loads; video doesn't show as it is linked to Youtube.
6a. Video Upload	User uploads video	Tested with 32M video file and successfully uploaded
7. Close item and Click on Assignment, submit Sample Assignment PDF	Assignment content loads User can submit assignment	Assignment content loads User can submit assignment

The results from these tests showed there was no filtering or blocking of tools and features used in the test. However, as expected, 3rd party external content providers like Youtube, Google, etc. are subject to the China firewall restrictions. In this test course we had Youtube videos embedded and these were blocked. Other content providers such as TurnItIn, Panopto, Kaltura, etc. will be dependent on their infrastructure configuration and if China's firewall is filtering.

The testing is only intended to provide a general overview of the matters with which it deals. The information is not intended to be comprehensive or absolute. It is based on our own internal testing (up to the date released) as a means to better respond to client requests.

Learn Self-Hosted

We have been unable to test access to self-hosted environments. However, we have an expectation the experience will be the same as our tests on the Learn SaaS platform. If connection issues are experienced in the first instance you should work with your institution's helpdesk.

Are there tools or features in Blackboard Learn that will not work in China?

Due to the China firewall some tools within the Learn environment may not be available within China including but not limited to:

- Youtube
- Google Related items
- Dropbox
- Attendance
- ALLY

We cannot guarantee third party extensions to Learn SaaS that reside on a service outside of China will be available to users accessing from the China mainland.

Will my students be able to access our instance of OpenLMS from within China? What is the Experience?

We have conducted multiple tests from computers and internet connections inside mainland China accessing an OpenLMS Enterprise environment in the Sydney AWS zone as a student. At present users within China can access our OpenLMS Enterprise solution. The user experience performed well with no issues identified. However 3rd party integrations may not be available within China including but not limited to: Youtube, Google related items, Dropbox

OpenLMS Enterprise (Australia Only)

At present, users in China can access Blackboard OLMS Enterprise platforms hosted outside of China mainland, and it has good performances with related features.

Step	Expected Result	Actual Result
1. Go to OLMS Enterprise URL	Login page loads	Login page loads
2. Log in as Student User	Login successful	Login Successful and dashboard
4. Go to Courses	Course outline page loads	Course outline page loads
5. Access Module and content	Modules/Topics and links opens; text and images display; Echo360 displays.	Modules/Topics and links opens; text and images display; Echo360 displays.
6. Close Content and click on next item	Content loads	Content loads
7. Close item and Click on Assignment, submit Sample Assignment PDF	Assignment content loads User can submit assignment	No test assignment available.

OpenLMS

Results to be provided soon.

Do my users need (or should they use) a VPN to access the Learn environment?

No, we performed all the above tests without the use of a VPN.

Moreover, the Chinese government provides a number of local directives on the use of VPNs by individuals and corporations in China.

Blackboard is not able to comment on the use of VPNs and institutions should obtain their own independent advice on this.
