Blackboard Learn 3900.71 Release

Article Number

000077771

Highlights

Maintenance Fixes

You can view maintenance items for 3900.71 on Behind the Blackboard. Our Known Issue articles provide information for individual bug fixes, and may include bug descriptions and which Learn versions were affected. You can filter bug fixes by SaaS release for easier navigation. Here are highlights of issues fixed in this release:

- Wrong Translation of 'Start Attempt' in the Dutch Ultra Language Pack- Article #77467
- Invalid Setting Title Observed on the Notification Settings Page- Article #75791
- In Ultra Base Navigation the Invite Students Option in Ultra Courses Does not Send the Correct Link in the Email Body- Article #77451
- Hyperlinks Disappear When Copying a Bulleted List from a MS Word Document Into an Ultra Editor Tool- Article #77460
- Popup Error When Waiting on the Discussion Collection Screen for a While- Article #76969
- Record Video Feedback Fails when Using Firefox 72- Article #55629
- Unable To Download Logs Via WGET or DUCK CLI With Alt Domain Enabled- Article #77322
- Turn-it-in Assignment Shows Blackboard Grade Center with Multiple Decimal Places or OE-15- Article #77056
- A False Success Message is Displayed When a Test File is Wrongly Imported as a Pool (Bank)- Article #77149
- Blank Page Menu Items do not Retain Menu Order When Copied- Article #76995
- LTI - Assignments and Grade Service Doesn't Return Instructor Comments When Reading Results- Article #77184
- Feedback Button in Gradebook Redirects to LTI Tool page Instead of Showing the Feedback- Article #76359
- GUI Gets Stuck when Using the Student Preview Mode to Access an LTI tool- Article #75593
- In Ultra Emojis are not Rendering Correctly in Course Messages- Article #77563
- LTI Embeds in Content Editor In Blogs/Wikis/Journals Improperly Sanitized - Wiki Embeds Completely Broken- Article #77497
- Test Access Code Turned off Automatically After Saving Test Settings- Article #77582
- A Calculated Column does not Accept Numeric Value Using non QWERTY Keyboard Layout- Article #77516
- Ultra Course's Gradebook 'Download Assessment Files' Screen's Ordering via date is Disordered by Non-submissions- Article #77588
- Re-enabling Assign Automatic Zeros When Post Assessment Grades Automatically is Turned Off Automatically Posts Grades as Zeros- Article #76575
- Wrong Label for "Exemption" in the French Language Pack- Article #77574
- Different Grading Schema when Downloading the Overall Grade from Gradebook- Article #77672
- Poor Contrast for Answer Box for Fill-in-the-Blank Questions- Article #75744
- Percentage Grades in Student's Activity Details are shown as NaN % for Language Packs Using Decimal Comma Separator- Article #77593
- Prevent Email 504 Gateway Time-out Error Sending Announcements in Large Courses with Slow SMTP Server- Article #77185
- Uploaded Group Banner Image is not Visible in Original Courses- Article #76519

- Date Management Report Status Bar Gets Stuck at 0% With Due Date Error- Article #77503
- The Discussion Board Rich Editor is not Saving Changes Made by Instructors or Administrators- Article #77658
- Students are Unable to Access a Course on the Mobile App When Enrollment Override is Enabled- Article #77711
- Course Catalog is not Consistently Available to Guests- Article #77471
- Ultra Calculated Numeric Questions Allowing Alphanumeric Answers Without Warning Students- Article #76679
- Images not Showing for Some Response Feedback Alternatives in Multiple Choice Questions- Article #77661
- The Attendance Tool is Mandatory in Sites with Ultra Base Navigation- Article #77619
- When Grading a Group Assignment Clearing Individual Attempts for a Group Will Lead to an Error- Article #77232
- Log Spam When Deleting Forum Post- Article #77520
- Date Management not Updating Start Date on 'Not Date Restricted' Announcements- Article #77256
- Mobile Apps Not Parsing Grade Scores with Comma Decimals in Language Pack with Comma Decimal Separator- Article #65313
- Incorrect Translations for 'Grading Schema' into British and Australian English Ultra Language Pack- Article #77630
- In Original Course View Users Cannot Sort by ID on Add Group Member Screen- Article #77571
- In Ultra Base Navigation the Invite Students Option in Ultra Courses Does not Send the Correct Link in the Email Body- Article #77451
- Popup Error When Waiting on the Discussion Collection Screen for a While- Article #76969
- Test Access Code Turned off Automatically After Saving Test Settings- Article #77582
- Cross Origin Resource Sharing Policy Rules fail for REST API Calls To Download Attachments on SaaS Environments- Article #75265
- Course Graders Cannot View or Grade LTI 1.3 Gradable Content Using Adaptive Release and Group Membership- Article #76635
- GUI Gets Stuck when Using the Student Preview Mode to Access an LTI tool- Article #75593
- The SafeAssign Toggle Button is not Getting Enabled in Test Settings- Article #77560
- Trash Can Button Does Not Remove Uploaded Assignment Files in Chrome and Edge Browsers- Article #76979
- Different Grading Schema when Downloading the Overall Grade from Gradebook- Article #77672
- Poor Contrast for Answer Box for Fill-in-the-Blank Questions- Article #75744
- In Ultra Students Cannot Access Courses if Enrolled in 8 or More Large Courses Containing Thousands of Students- Article #77509
- Negative Variables Ranges are not Accepted in Ultra Tests Using the Swedish Language Pack- Article #76332
- If a Wiki Page Contains a "<br />" HTML Tags it Will be Stripped out When the Item is Edited or Saved- Article #77754
- Student Enrollments do not Show up in Roster and Gradebook After Restoring an Archive in a Different Site- Article #77727
- Poor Performance When Restoring Course Packages That Have Many Test Questions With Pictures- Article #77735

Information

Blackboard is pleased to announce the release of the 3900.71.0 (July 11, 2023) update of Learn SaaS for test and stage environments (full release number: 3900.71.0-rel.8+f383620). This update will replace the previous v3900.69.0 release.

The August 2023 - 3900.71 release is replete with features in seven areas:

- Assessment and grading;
- Richer course and content;
- Data and analytics;
- Groups;
- Communications & social engagement;
- Mobile app; and
- Integration, extension, and management

These improvements impact instructors, students, and administrators. Some features do require administrative action.

Instructors:

- Flexible Grading
- Gradebook: New default cell status in grid view
- Increased visibility of Gradebook ‘Move Item’ icon
- Bulk download of anonymous submissions
- Rubrics: Editing improvements
- Course Banner image improvements
- Learning Module image
- Replace files in course content
- Students with alert flags in the Course Activity report

Instructors and students:

- Assessment Submission Receipt improvements
- Groups in the top navigation bar and Group Spaces
- Unread Message indicator
- Group Messaging improvements
- Google Integration: Google Workspace files
- Replacement of Connect SMS notification service

All users:

- Removal of Welcome guidance for first-time login and attendance user experience pop-ups
- Course status indicators
- Messages Off indicator
- Active Session Termination
- Concurrent Session Control

Administrators and Instructors:

- Manage Messages at the course level

Administrators:

- Supporting LTI deep linking from the Calendar
- REST APIs to read Gradebook Logs

Assessment and Grading

Flexible Grading
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Flexible Grading is a new, efficient assessment grading experience. The new experience:

- provides intuitive and streamlined navigation,
- eliminates artificial barriers,
- saves time and effort when navigating from student to student or question to question.

Flexible Grading capabilities:

- Grade by question or student
- Filter on grading status of choice
- Navigate between students and multiple submission attempts
- Keep track of your grading process
- View both the attempt and the final grade for each assessment
- Provide meaningful feedback with or without a rubric
- Grade inline using Blackboard Annotate
- Collapse side panels to view more of the student submission
- Post all grades when ready

Supported assessment grading configurations:

- Individual student test and assignment submissions
- Single and multiple attempts
- Grading with rubrics
- SafeAssign
- Other assessment configurations will continue to route through to the current grading experience.

There is no loss of grading functionality for these configurations:

- Anonymous submissions
- Group submissions
- 2 graders per student
- Peer review

Flexible Grading will come to these assessment configurations in future releases.

For more information and to download a copy of the Flexible Grading adoption resource, please refer to the Community site blog post: https://community.anthology.com/blogs/8/1242

For administrators: This feature is available in Ultra Experience Management. We will turn on the feature between 9-10 am EST on July 11, 2023. The feature is on by default to ensure that the Flexible Grading interface is available to users at launch. You can turn off the Flexible Grading interface by setting this feature to Off.

Gradebook: New default cell status in grid view
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Instructors have varying preferences of the gradebook view. Some prefer the gradebook grid view to get an overview of student performance or locate new submissions. In the past, the gradebook grid view displayed "Grade Now" in each cell even when no submission had been made. This was confusing.

To remove confusion, the default state of a given cell in the gradebook grid view has changed from “Grade now” to “-” (a single dash). This change reduces the cognitive load on users working in the gradebook. This change also makes new submissions more obvious.

There is no change in gradebook functionality. Instructors can still select a given cell and enter an override grade.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Increased visibility of Gradebook ‘Move Item’ icon
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Instructors may need to reorder items in their online gradebooks to align with the sequencing and structure of their course. Instructors can reorder items in their gradebook from the gradebook list view. In the past, this option was not obvious to instructors. Instructors had to hover over the option for it to become visible.

Now, the option to move an item in the gradebook list view is always visible.

To move an item in the gradebook, select the Move icon for the item you want to move. Drag the item to the new location and release. The order you choose is also reflected in the gradebook grid view and in students' view of the gradebook.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Bulk download of anonymous submissions
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Sometimes instructors and graders want to download students' assessment submissions for offline viewing. Downloading submissions for offline viewing provides flexibility and convenience. In the past, this option was not available for anonymously graded assessments.

Now, the Download Submissions option is available for anonymously graded assessments. Download submissions from the item's menu in the gradebook grid view.

When the ZIP file is ready, the system sends a message with a link to the instructor. Instructors can access the message from Messages and select the link to download the ZIP file.

To preserve anonymity, the system renames the downloaded files based on the submission receipt number. To map a submission back to a given student attempt, use the Submission Receipt lookup option in the gradebook.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Assessment Submission Receipt improvements
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors, Students

Assessments can be stressful for students. Some instructors require students to submit attachments as part of the assessment requirements. Students need reassurance that they have attached the correct file for the right assessment. Students also desire confirmation that their submission was successful.

Based on direct feedback from students, we added the new information to the existing submission receipts:

- Course name and ID
- Assessment name
- Submission size - only included for file-based assessments and tests with essay questions
- Auto submit indicator - this indicator is present only if the assessment is automatically submitted by Learn as part of a timed assessment or the Prevent Late Submission assessment setting

Students can view the additional submission receipt information in:

- The confirmation modal displayed upon a successful submission
- The text file students can download from the confirmation modal
- The automatic email confirmation

The additional information in submissions receipts is also helpful to instructors. Instructors can look up a submission for a given student in the gradebook. The auto submit indicator reminds instructors that an assessment was auto-submitted as part of a timed assessment or because of the Prevent Late Submission assessment option.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Rubrics: Editing improvements
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

A grading rubric provides a clear and transparent framework for evaluating student work. Rubrics ensure consistency and fairness in grading. Rubrics also provide a means for giving effective feedback.

Instructors can edit any rubric not yet used for grading. In the past, selecting outside of an editable area would save edits and automatically exit out of edit mode. This made selecting text and editing rubrics difficult. Now, if users select text inside the rubric edit box and drag out of the edit box, the edit mode does not close.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Richer Course and Content

Removal of Welcome guidance for first-time login and attendance user experience pop-ups
Blackboard Learn SaaS
Ultra Experience
Ultra Course View, Original Course View
Impact: All users

First-time user experience guidance provides users with instructions and tips. This guidance shows users how an application works so they can start using it right away. To provide a better user experience, we are updating some of the guidance in Learn Ultra. Some guidance that is no longer needed is being removed. We'll be making these updates over a series of releases.

In this release, we are removing the Welcome guidance for first-time login. This is a series of three scrolled screens before a user reaches the base navigation. This guidance is no longer applicable. Its removal provides immediate access to the base navigation after users log in.

To streamline marking attendance, we are removing first-time user experience messages from the attendance tool.

For administrators: There are no configurations needed.

Course Banner image improvements
Blackboard Learn SaaS
Ultra Experience

Ultra Course View, Original Course View
Impact: Instructors

The course banner image provides a sense of identity for the course. The image establishes a connection between the content and the course participants. To provide a better user experience, we have improved the image setting workflow:

To add a course image, select the Image button.
The image appears in preview. This helps the instructor ensure that the desired image is selected.
Instructors can drag the image and modify the zoom to select the image's focal point.
The instructor can mark the image as decorative or provide appropriate alternative text.

For administrators: There are no configurations needed. This feature is available for all Ultra and Original courses.

Learning Module image
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Learning Modules provide a way to organize and structure content. To enhance the visual aesthetics of a course and to aid in content identification, we now support the option to add images to Learning Modules.

To add an image to a Learning Module, instructors can edit the module.
Instructors can drag and drop an image of their choice or upload one from their device.
The image appears in preview. This helps the instructor ensure that the desired image is selected.
Instructors can drag the image and modify the zoom to select the focal point of the image.
Instructors can mark the image as decorative or provide appropriate alternative text.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Replace files in course content
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors

Responsible use of storage space matters to institutions. Before, when an instructor replaced a file in the course, the system created a new file version. Now, the system replaces the file. The system no longer creates new versions, freeing up storage space.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Data & Analytics

Students with alerts flags in the Course Activity Report
Blackboard Learn SaaS
Ultra Experience
Ultra Course View

Impact: Instructors

Identifying students at risk is challenging. This challenge is compounded when teaching multiple courses and large numbers of students.

Now, a flag appears for students with alerts in the Course Activity Report. Instructors can customize their course alerts based on the following:

- Number of days a student is inactive in the course
- A student's overall grade in the course is below a specific percentage

The instructor may hover over a flag to view the alert type.

Instructors can filter alerts for:

- All students
- Students with alerts
- Students without alerts

Instructors can identify students with alerts in other views of the *Course Activity Report.*

- In the chart, purple dots indicate students with at least one (1) alert. Instructors can select the dot to display student information. An alerts section explains the applicable alerts for the student.
- In the CSV download, the *Low overall grade* and *Last access* alert columns indicate when a student has an alert.
- As before, activity stream notifications summarize students with alerts per course. Instructors may select these notifications to open the Course Activity Report. When accessing the report via notifications, the filter "Students with alerts" is auto-applied.

Key considerations:

- Instructors define Alerts Settings at a course level so that each course can have its own alerts values.
- Five is the default value for the number of days a student is inactive alert; there is no default setting for overall grade alert.
- Course alerts can be added, edited, and deleted at any time.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Groups

Groups in the top navigation bar and Group Spaces
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors, Students

Groups are essential for fostering collaboration, promoting active learning, and deepening understanding of course material. In the past, instructors could define groups and group sets. Instructors could also create group assessments. This release includes improvements aimed at helping all users make better use of groups.

We've moved Groups from the Details & Actions menu to the top navigation bar. This improves the visibility and prominence of Groups.

This release also introduces a new feature for Groups: Group Spaces. This first milestone of Group Spaces provides a list of all assessments by group.

From Manage groups, instructors still have access to:

- Group lists
- Show Members
- Group management options

To access a Group Space, instructors should select Enter Group Space from the group’s three-dot menu.

- Instructors can access Group Spaces from the three-dot menu from Manage Groups.
- Students can access their assigned groups on the Groups landing page. From there, students can view all student members of their group.
- To access a Group Space, students should select the group's name. Once in Group Spaces, students can access all assessments aligned to their Group.

Future milestones will include synchronous communication and project management tools for students.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Communication & Social Engagement

Unread Message indicator
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Instructors, Students

Messages are an important means for course communication. The Message tab on the Base Navigation now displays courses with unread messages first. We removed the terms feature from the Message tab because users often missed messages from other terms. This experience is more aligned with how other messaging applications work. Users can now clearly identify courses with unread messages.

We have also increased the visibility of unread messages within Ultra Courses. The Messages tab now includes an unread message indicator. On the Messages tab, messages are displayed with the newest messages at the top. Unread messages are clearly marked.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Group Messaging improvements
Blackboard Learn SaaS

Ultra Experience
Ultra Course View
Impact: Instructors, Students

Communication and collaboration between group members is key. An instructor can now send a message to any group or group set. Instructors can also select more than one group as recipients of a message. Students can select their groups as message recipients.

Those in the message can view the groups or group sets that received the message. Recipients can view who sent the message.

The Groups page now includes a message icon that provides an easy means for messaging a group. The message auto-populates the recipient with the selected group. Users can change the recipients as appropriate.

For administrators: This feature is available for all Ultra courses. There are no configurations needed.

Mobile App

Course status indicators
Blackboard Learn SaaS, Blackboard Learn 9.1
Ultra Experience
Impact: All users

The Blackboard Learn mobile app provides easy access to course material whilst on the go. We have enhanced the course list with status indicators for each course. These indicators help users to identify the status of each course.

Course status indicators include:

- Private (the student cannot access the course)
- Open
- Complete

For administrators: This feature is available for all users of the Mobile App. No action is needed from users who have enabled automatic updates on their devices. Users who have disabled automatic updates on their devices must download the update.

Messages Off indicator
Blackboard Learn SaaS, Blackboard Learn 9.1
Ultra Experience, Original Experience
Impact: All users

Administrators can now turn off Messages for individual courses. When an administrator turns Messages off, the app displays 'Messages off' as appropriate.

For administrators: This feature is available for all users of the Mobile App. No action is needed from users who have enabled automatic updates on their devices. Users who have disabled automatic updates on their devices must download the update.

Supporting LTI deep-linking from the Calendar
Blackboard Learn SaaS
Ultra Experience
Ultra Course View Calendar
Impact: Administrators

The Calendar tool is important for displaying due dates and tasks in a course. Today Calendar items auto-populate in Learn or via the REST API framework. Administrators can use the Calendar REST API to populate calendar entries from third-party solutions.

To deepen a seamless user experience, we've enhanced the Learn Calendar REST API. Now third-party applications can add LTI deep-linking requests to calendar entries. LTI deep linking is important for third-party applications that require user authentication. The Calendar will display links in the course. Links will also be displayed in the Calendar accessed from the Ultra base navigation. This is specific to Ultra courses only.

For administrators: The REST integration user must have these privileges: **“course/organization Control Panel (Tools) > Calendar > Create Entry” and "course/organization Control Panel (Tools) > Calendar > Edit Entry.”** The REST integration user must also be enrolled in the course. These improvements are available for Ultra courses only.

Google Integration: Google Workspace files
Blackboard Learn SaaS
Ultra Experience, Original Experience
Ultra Course View, Original Course View
Impact: Instructors, Students

We have partnered with Google to create a new LTI integration for Google Workspace tools in Learn. This new intuitive workflow allows instructors to add Google Workspace files to:

- The course content area
- Learning Modules
- Folders

File linking for Google Workspace is important for many reasons:

- File linking provides a link to a Google Workspace file. Linking reduces duplicate copies of a file in courses. This helps to reduce on-screen clutter and storage space.
- Linking allows instructors to edit the file, with all links to the file reflecting the most current version. This approach provides greater efficiency and saves the instructor time.
- Google Workspace files can be edited inline, improving the user experience.
- File linking enhances the student experience since access to the file is in context.

The instructor may need to sign into their Google Workspace account to view and select their files. After adding the Google file, the instructor can allow Class conversations to the file and align Goals and Standards. The instructor can also add a description before saving. Instructors can view and edit the Google file inline. The instructor can rename the file and control the student visibility.

When the instructor makes the file(s) visible to the student, their view is read-only.

For administrators: Please register the LTI Tool Provider in the Administrator Panel.

Manage Messages at the Course level
Blackboard Learn SaaS
Ultra Experience
Ultra Course View
Impact: Administrators, Instructors

Institutions often have policies about how students communicate with others in their courses. We strive for Learn to have the flexibility to support institutional policies and decisions. As such, Administrators can now configure instructor control of the visibility of the Messages tool at the course level. When permitted, instructors can configure the Messages tool in the Course Settings.

When instructors are not permitted to configure settings, the settings appear in view-only mode.

Learn more about how Messages function when the tool is off

For administrators: The Ultra Base Navigation must be enabled to control the Messages tool at the Course or Organization level. Course Messages are ON as Course and Organization tools by default. Administrators can modify the availability and Scope of Change settings by unlocking the padlock.

Active Session Termination
Blackboard Learn SaaS
Ultra Experience, Original Experience
Ultra Course View, Original Course View
Impact: All users

We have upgraded our security measures to enforce user re-authentication, enhancing data security. Users are now required to log in again during their session, regardless of activity. After a time specified by the administrator, the session expires, logging out the user. Before the session ends, users receive a warning and have the option to save their work.

For administrators: The feature is enabled by default for FedRAMP institutions and disabled for others. This setting can be managed in the **Administrator Tool Panel** > **Security module > Account Lock Settings** option. The maximum amount of time a user session can be active has a default value of 12 hours. This timeout can be configured between 3 to 24 hours.

This feature is available for all users of the Mobile App. No action is needed from users who have enabled automatic updates on their devices. Users who have turned off automatic updates on their devices must download the update.

Concurrent Session Control
Blackboard Learn SaaS
Ultra Experience, Original Experience
Impact: All users

We have updated our system to enhance security and meet IL4 certification requirements. Administrators can now restrict users from accessing Learn on more than one device at the same time. At login, users receive a

notification that they will be logged out from any other devices.

This feature can benefit institutions that would like to increase academic honesty during assessments by restricting the number of devices used by a single user.

For administrators: The default value is unlimited for every institution. Administrators may define their preference in the **Administrator Tool Panel > Security module > Account Lock Settings** option.

This feature is available for all users of the Mobile App. No action is needed from users who have enabled automatic updates on their devices. Users who have turned off automatic updates on their devices must download the update.

REST APIs to read Gradebook Logs
Blackboard Learn SaaS, Blackboard Learn 9.1
Ultra Experience, Original Experience
Ultra Course View, Original Course View
Impact: Administrators

We are excited to introduce two public API endpoints for the Gradebook. These new endpoints provide access to historical Gradebook information. These endpoints offer enhanced visibility and analysis for grading history and specific Gradebook columns.

The first endpoint retrieves the complete Gradebook Log history for the specified course. With this endpoint, users can access a comprehensive record of grading events such as:

- grade modifications,
- updates,
- and other relevant activities.

By leveraging this endpoint, educators can perform audits and track changes.

The second endpoint retrieves all the log entries related to the specified Gradebook column in a course. This provides a detailed view of the Gradebook actions specific to the selected column, such as:

- changes made to ratings,
- comments,
- or any other modifications.

This detailed log history enhances transparency and accountability and helps ensure that users have a robust and reliable grading system.

For administrators: To make use of the new endpoints, the REST integration user must have the following privileges:

"Course/Organization Control Panel (Grade Center) > View Grades,"
"Course/Organization Control Panel (Grade Center) > Full Control," and
"Course/Organization Control Panel (Grade Center) > All Grading."

Replacement of Connect SMS notification service (from Finalsite) to Anthology SMS Microservice

Blackboard Learn SaaS, Blackboard Learn 9.1
Ultra Experience, Original Experience
Ultra Course View, Original Course View
Impact: Clients who leverage the Connect SMS notification service

Blackboard divested the Connect SMS Service to Finalsite in 2021. Our agreed service continuation contract with Finalsite is expiring in the coming months. Some North American Blackboard Learn clients continue to use the Connect SMS Service provided through Finalsite.

We have implemented a microservice and partnered with an SMS provider to provide those clients with continuity. This will allow us to continue supporting clients who use SMS notifications in Learn today.

SMS notifications are now provided through the new microservice.

- Self-hosted instances are not supported on the new microservice.
- Managed-hosted instances are not supported on the new microservice.
- Text-to-voice is not supported in the new microservice.

Learn more in the Behind the Blackboard article No. 000077570

Existing user SMS notification settings will remain in place for students and instructors. Text-to-voice options will be removed for Original navigation environments. We have updated the SMS notification setting screen wording to reflect where the messages originate. We have also simplified the administrator settings to reflect the new microservice.

For administrators: The new microservice is included in the 3900.71 release and is available on your test/stage environment while we finalize work with the new SMS provider. While we don't anticipate any delays, we will communicate any changes as we approach the production release scheduled for August 3, 2023.

KB Product

Learn SaaS

Last Modified Date

Fri Jul 10 16:59:36 GMT 2026

Summary

Blackboard Learn 3900.71.0 (August 17, 2023) update of Learn SaaS for Production environments.

Title

Blackboard Learn 3900.71 Release

Upgrade Paths

Update to client Production environments (Published August 17, 2023):
An updated version of 3900.71.0 (full release number: 3900.71.0-rel.35+2d54bde) is being applied to client

Production servers on Thursday, August 17, 2023.

- Unable to Edit a mp3 File Copied to Ultra From an Original Item Attachment- Article #77709

Update to client Production environments (Published August 10, 2023):
An updated version of 3900.71.0 (full release number: 3900.71.0-rel.35+2d54bde) is being applied to client Production servers on Thursday, August 10, 2023.

- The custom role Facilitator cannot make some items visible or invisible, the System generates a session debug code stating the action is not authorized.

  We have fixed this issue.

- When a user opens a message in Ultra, it is not marked as read.

  We have fixed this issue.

Update to client Test/Stage environments (Published August 8, 2023):
An updated version of 3900.71.0 (full release number: 3900.71.0-rel.31+d09390f) is being applied to client Test servers on Tuesday, August 8, 2023.

- Custom Parameter "Parent Course ID " not Available for Student Enrolled in Child Courses using LTI 1.1 and LTI 1.3- Article #77223
- Course Messages do not Show Any Messages In the Ultra Base Navigation Message Tool If User is Enrolled in Older Courses- Article #77786
- When a user opens a message in Ultra, it is not marked as read.

  We have fixed this issue.

Update to client production environments (Published August 3, 2023):
An updated version of 3900.71.0 (full release number: 3900.71.0-rel.29+ecb4d99) is being applied to client production servers on Thursday, August 3, 2023.

- 'Unable to parse provided PkId string' Error on Creating an Original Test- Article #77748
