



Blackboard

Diploma - Support Ended December 31, 2019

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Product: Collaborate - Diploma

Document Type: User Documentation

Document Summary: As of December 31, 2019, Blackboard no longer provides support for the Diploma product.

Document Details:

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Please be aware of the following:

Diploma test banks may continue to still work. However, Blackboard will no longer provide support assistance on test bank or product issues. Additionally, [future OS updates may cause issues with the Diploma product](#).

Many common issues and their resolution can be found by searching for the issue in <https://behind.blackboard.com> > click on Collaborate > Click the search icon in the upper right hand side > search for Diploma and your issue.

Recommendations

Blackboard is providing a recommended provider, ExamView, for any client or partner requiring future test bank services:

Anyone wishing to create a test bank with ExamView will be required to enter into a license agreement with ExamView.

Faculty and teachers using test banks created by ExamView for publishers will receive the appropriate access to ExamView and will not need to sign a license or pay additional fees.

For additional information on ExamView licenses, information can be found <https://www.turningtechnologies.com/examview/>.

ExamView will not be providing support of the Diploma product but does have resources to assist in converting test banks from the Diploma format to ExamView.

Additional documentation for conversion to ExamView is available via Behind the Blackboard here;
<https://blackboard.secure.force.com/apex/publickbarticleview?id=kA7390000008QbR>

