

Wimba Classroom

Definition

Wimba Classroom is the virtual classroom component of the [Wimba Collaboration Suite](#). Wimba Classroom is currently being phased out but available through January 2015. [Blackboard Collaborate](#) is the new [web conferencing solution](#) for UMassOnline and its campuses.

Wimba Classroom is commonly referred to as "Wimba" or "Live Classroom".

Stakeholders

BO: Kevin O'Brien

PO:

TO: Tim Lambert

Others: [Wimba Classroom SIG](#)

Background

UMassOnline has been using Wimba Classroom since June 2006 as the result of winning the bid for Synchronous Online Collaboration System (SOCS) request for proposal. In 2010, Wimba Classroom was awarded the bid for

Development

- **tbd:** [Wimba Classroom 6.2.3 Upgrade](#)
- **07.15.12:** [Wimba Classroom 6.2 Upgrade](#)
- **12.17.11:** [Wimba Classroom 6.1.6 Upgrade](#)
- **08.25.11:** [Wimba Classroom 6.1.4 Upgrade](#)
- **10.17.10:** [Wimba Classroom 6.1.3 Upgrade](#)
- **08.18.10:** [Wimba Classroom 6.1 Upgrade](#)

Community

Technical Community

User of Wimba Classroom are encouraged to participate in the [Wimba Classroom SIG](#).

User Community

Campus subscribers (access w/logins)

- UMass Amherst
- UMass Amherst OIT (Day)
- UMass Boston
- UMass Dartmouth
- UMass Lowell
- UMass Office of the President
- UMass Worcester
- UMassOnline

Please see the [Wimba Classroom Dedicated Servers](#) page for specifics pertaining to the managed hosting Wimba Classroom servers.

Licensing and Contracting

Any University of Massachusetts campus may use the Wimba Classroom system. Please contact [Licensing at UMassOnline](#) for additional information.

Related Services

Please [create a support ticket](#) to receive additional information on any of the services below.

Branding

Within the branding frame of Wimba Classroom, we can apply a 135px x 145px branding graphic to include your institution's logo, support information, etc. Read more on [branding for Wimba Classroom](#).

Current Status

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Hosting

UMassOnline uses Blackboard to host our Wimba Classroom environment. While Wimba Classroom is primarily used as an integrated third-party tool within the eLearning platform, Wimba Classroom is also used as a standalone, web conferencing solution. Read more about the non-LMS integrated Wimba Classroom environments and its [dedicated servers](#).

Integration

Wimba Classroom is integrated with Blackboard Vista. Please see our [PowerLinks](#) page for additional information on this integration.

Technical Support

UMassOnline provides [technical support documentation directly from the vendor](#). When there is a server-related issue, UMassOnline works with the vendor to resolve the issue.

[Tier 1 Technical Support](#), provided by Blackboard Collaborate, is included as part of our services and can be added for no additional cost.

Training

UMassOnline provides feature reviews as well as functionality training for Wimba Classroom.

Resources

- **Release Notes:** [Wimba Classroom 6.1.4](#)
- **Powerlinks:** UMOL utilizes the Wimba Powerlink to integrate Wimba's Classroom and Voice Tools into Bb Vista
- **Bb Collaboration Hosting Operations Guide:** Bb Collaborate utilizes SunGard as their data center provider for all North American hosted clients. They chose SunGard because it is a world class facility which offers our clients high availability, multiple redundancies and around the clock system monitoring. [SunGard's Operations Guide](#) covers all services that are provided.
- **June 2011:** [Wimba/Elluminate/Blackboard Collaborate Newsletter](#)

Vendor Management

Name	Title	Phone	Focus
Cynthia Crenshaw	Senior Implementation Consultant	919-627-2439 (m)	Review training, implementations, check-ins
Kelly Kim	Sales Operations Specialist	925.271.7753 (o) 925.397.3031 (f)	Contract and license renewals
Steven Montañó	Hosting Services Manager	951.837.0070	Provides support for future migration
Kathy Wallace	Client Success Manager	314.276.5521 (o)	Main contact
Paul Pasko	Regional Sales Executive	781.925.0057 781.775.7703	Sales

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