



# Enhanced Blackboard Support with Help Desk Services and Eesysoft

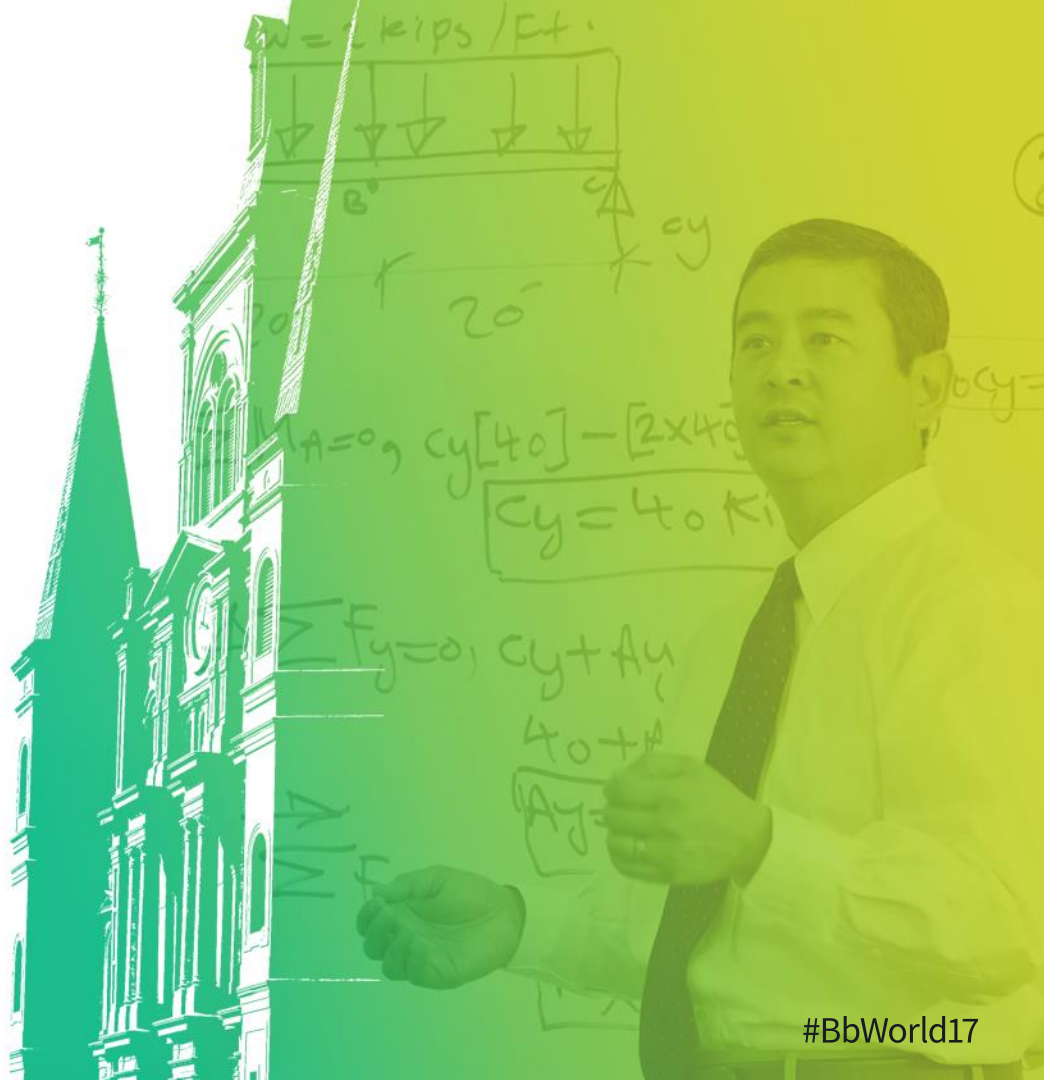
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Blackboard



#BbWorld17

Statements regarding our product development initiatives, including new products and future product upgrades, updates or enhancements represent our current intentions, but may be modified, delayed or abandoned without prior notice and there is no assurance that such offering, upgrades, updates or functionality will become available unless and until they have been made generally available to our customers.



# Basic layouts and other slides



Partnership Overview

University of Texas Arlington Use Case

Eesysoft Updates and New Features

Blackboard Student Services – LMS Support

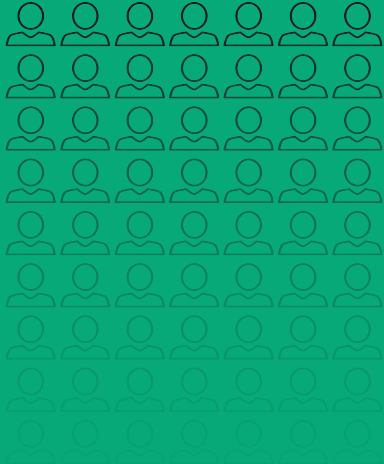
# Partnership

# Blackboard®



- Blackboard LMS Support – 14-years of experience supporting higher education
- Eesysoft Innovative solution to drive adoption and customer satisfaction
- Partnership combines world-class end user support and technology to solve support challenges and adoption

# Blackboard Student Services LMS Support



**Millions**

of students, faculty and  
staff served



**1,000+**

Support agents



**500+**

Clients



**8 million**

Support requests per year



**90+%**

Satisfaction rate

# Smart Application Support



# University of Texas Arlington Use Cases



## 2016-2017 Academic Year

- 58,000 students
- 35,000 students enrolled in one or more online courses
- 8,800 courses created each Fall/Spring semester
- 152,000 student enrollments Fall/Spring semester
- 9,800 faculty enrollments Fall/ Spring semester
- 155,000 enabled users in Blackboard
- 47,000 unique logins per month






Context-sensitive knowledge base  
Submit support request within Bb  
User information captured



# Embedded Support Center




## Support Center

UNIVERSITY OF TEXAS  ARLINGTON

Search for support


**Search Results : assignments**

**Instructions:** Below are help items related to your location in Blackboard. If you need direct assistance click the *Contact 24X7 Bb Support* button above to submit a support request.

 <a href="#">Assignments</a> Completing an Assignment Online Frequently Asked Questions In this section...	From: Blackboard	★★★★★ 31/01/2017
 <a href="#">Submitting Group Assignments</a> Frequently Asked Questions How to Submit Work for a Group Assignment How to Save a Group Assignment as Draft and Submit Later Edit or Resubmit a Group Assignment How to View Group Assignment Grades and Feedback	From: Blackboard	☆☆☆☆☆ 31/01/2017
 <a href="#">Submit Group Assignments</a> Frequently Asked Questions How to Submit Work for a Group Assignment Anonymously Graded Group Assignments How to Save a Group Assignment as a Draft and Submit Later Edit or Resubmit a Group Assignment View Group Assignment Grades and Feedback	From: Blackboard	★★★★★ 31/01/2017

# Embedded Support Request




## Support Center

UNIVERSITY OF TEXAS  ARLINGTON

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# Example Support Request

A new support request has been submitted:

**From** Jenny Trang Nguyen  
**Email** [jennytrnguyen@mavs.uta.edu](mailto:jennytrnguyen@mavs.uta.edu)  
**Blackboard user** jtn8345  
**Course PK1** 325989  
**Course ID** 2172-GROUP-DYNAMICS-I--SOCW-PRACT-25601-002  
**Course Name** 2172-SOCW-6312-002-GROUP-DYNAMICS-I--SOCW-PRACT--2017-Spring  
**Message Triggered From**  
[https://elearn.uta.edu/webapps/discussionboard/do/message?action=list\\_messages&course\\_id=325989\\_1&nav=discussion\\_board\\_entry&conf\\_id=347540\\_1&forum\\_id=402234\\_1&message\\_id=10014411\\_1](https://elearn.uta.edu/webapps/discussionboard/do/message?action=list_messages&course_id=325989_1&nav=discussion_board_entry&conf_id=347540_1&forum_id=402234_1&message_id=10014411_1)  
**Message Intention** I need assistance  
**Urgency** High  
**Instructor Contacted** yes  
**Incident Date** Monday, 01/23/2017  
**Incident Time** 7:00 pm  
**Phone number** [512-698-5309](tel:512-698-5309)  
**Best time to contact** Anytime after 5PM

## Message Text

I need to participate in weekly group discussions on BB for my online Group Dynamics class with Kiva Harper. For some reason, I cannot see any content under 'Groups' but everyone else has been able to post/comment.

## Attachments

[Screen Shot 2017-01-24 at 8.58.17 PM.png](#)

## System Information

**OS** Mac OS X 10.11  
**Browser** Firefox 50.0  
**Cookies** true  
**Screen size** 1280 x 800

# Blackboard LMS Support Positive Results

Support Tab Adoption

**55.2%**

Total Unique Users

**32,199**

Total Tickets

**925**

Customer Satisfaction

**96.4%**

Resolution Rate

**91.3%**

Speed to Resolution

**05:23** (mm:ss)

# Adoption Rates and Support Article Views

## Top Support Articles

Title	Views
Assignment Grades	525 views
My Grades	343 views
Course Content	278 views
Announcements	243 views
Learning Modules	199 views
Getting started with Blackboard Help	192 views
Submit Assignments	188 views
My Institution Tab	176 views
Course Content Areas	142 views
Assignments	141 views

On average **3,800 unique** users use the Support Tab **per week**, with a peak of over **7,000** users at the beginning of a Semester

**51.1%** adoption from instructors

**55.9%** adoption from students

# Expanded Use of Support Center

**Support Center** UNIVERSITY OF TEXAS ARLINGTON

Search for support  Restrict search to Context Sensitive Help

search [Contact 24X7 Bb Support](#)

### Context Sensitive Help

**Instructions:** Below are help items related to your location in Blackboard. If you need direct assistance click the *Contact 24X7 Bb Support* button above to submit a support request.

<a href="#">Office of Records and Registration</a> UTA's Office of Records and Registration - Contact if you believe you've been dropped from your course(s) in error	From: Melissa Roach	★★★★★ 12/06/2017
<a href="#">Course Policies</a> Review UTA Blackboard course policies, including course creation, course merging, and course archival	From: Melissa Roach	★★★★★ 12/06/2017
<a href="#">Net ID Self Service</a> Net ID passwords are valid for 6 months. Visit OIT's Self Service page to change your password before it expires.	From: Melissa Roach	★★★★★ 12/06/2017
<a href="#">Getting Started in Blackboard</a> Information for locating your course(s) and enrolling in an Organization	From: Melissa Roach	★★★★★ 12/06/2017
<a href="#">My Institution Tab</a> Exploring the My Institution Tab Additional Tabs Exploring the Tools Panel	From: Blackboard	★★★★★ 31/01/2017



## Proactive messages

- Promote new functionality
- Deflect support calls
- Proactive hints
- System Tray Messages
- Pop-Up Alerts



# Proactive Hints – Reduction of Support Requests

The screenshot displays the Blackboard interface for the University of Texas at Arlington. A 'Course Availability' pop-up window is the central focus, providing instructions to students. The background shows a dashboard with several widgets:

- Course List:** Lists courses where the user is a student, including 'Collaborate Test Course' and 'EasySoft Test Course'.
- System Notifications:** A message stating 'Blackboard is functioning normally at this time.'
- General Announcements:** A list of announcements for students, including instructions on course availability and links to help resources.
- Student Feedback Surveys:** A button to 'Launch Student Feedback Surveys' and a 'Last updated' timestamp.
- Follett Discover:** A section for faculty and students to discover and buy course materials, with a 'Launch Follett Discover' button.

**Course Availability Pop-up:**

**Course Availability**

**Attention Students:**

If you do not see your Summer I 5-Week or 11-Week course(s) listed on the start date of 6/5, please contact your instructor. **Instructors must make courses available to students in Blackboard.**

**General Announcements:**

- If you do not see your course(s) listed in Blackboard, check with your instructor.
- Your instructor must make the course shell "available" if they choose to use it.
- Your instructor may require [Lockdown Browser](#) for online testing. Download it now.
- New Help Center feature in Lockdown Browser. Click [here](#) for details.
- Have questions about Respondus? Click [here](#) to view Respondus support resources.

**Attention Nursing Students**

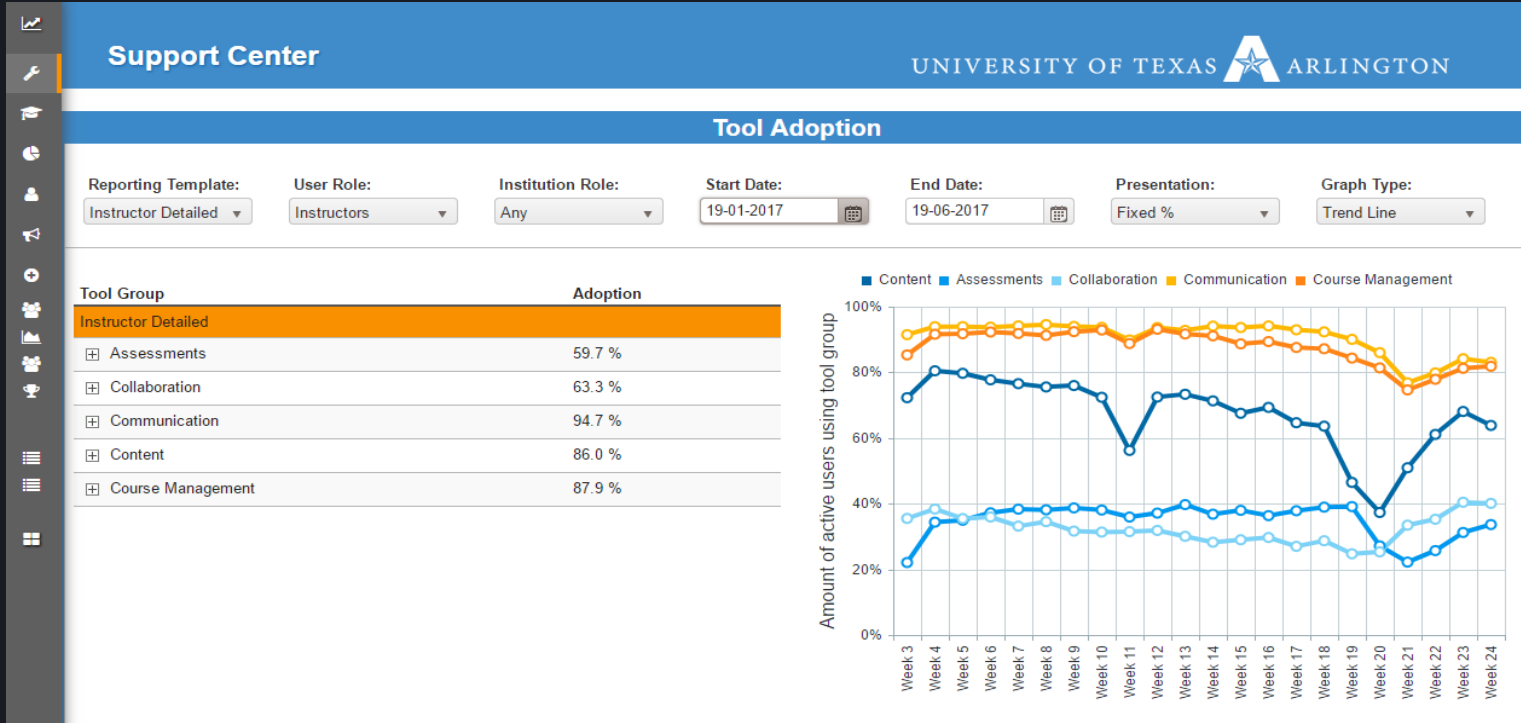
**MSN Graduating Students Commencement Info**

[Click here for Commencement Ceremony RSVP Information](#)

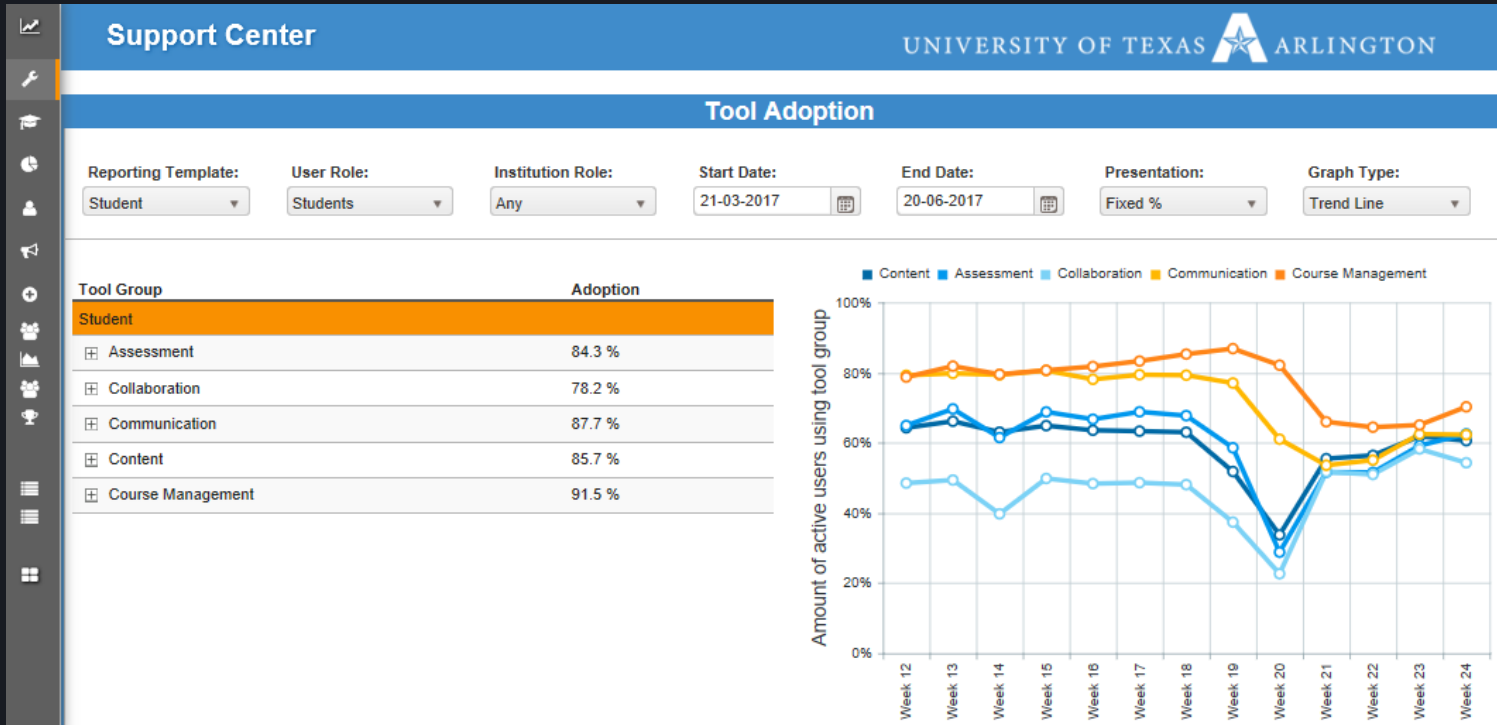


- Measure Tool Adoption
- Monitor Course Activity
- Track System Usage

# Instruction - Instructors



# Adoption - Students



# Course Activity

**Course Activity**

## NURS: Spring 2017 Clinical Orientation (nurs\_spring2017\_clinical)

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**Key Figures**

Enrolled students	185
Participation level	98%
Days since last student access	0
Days since last instructor access	-

Instructor	Course Role	Last Access

### Tool Adoption

**Reporting Template:**  
Student

**User Role:**  
Students

**Start Date:**  
19-03-2017

**End Date:**  
19-06-2017

**Presentation:**  
Fixed %

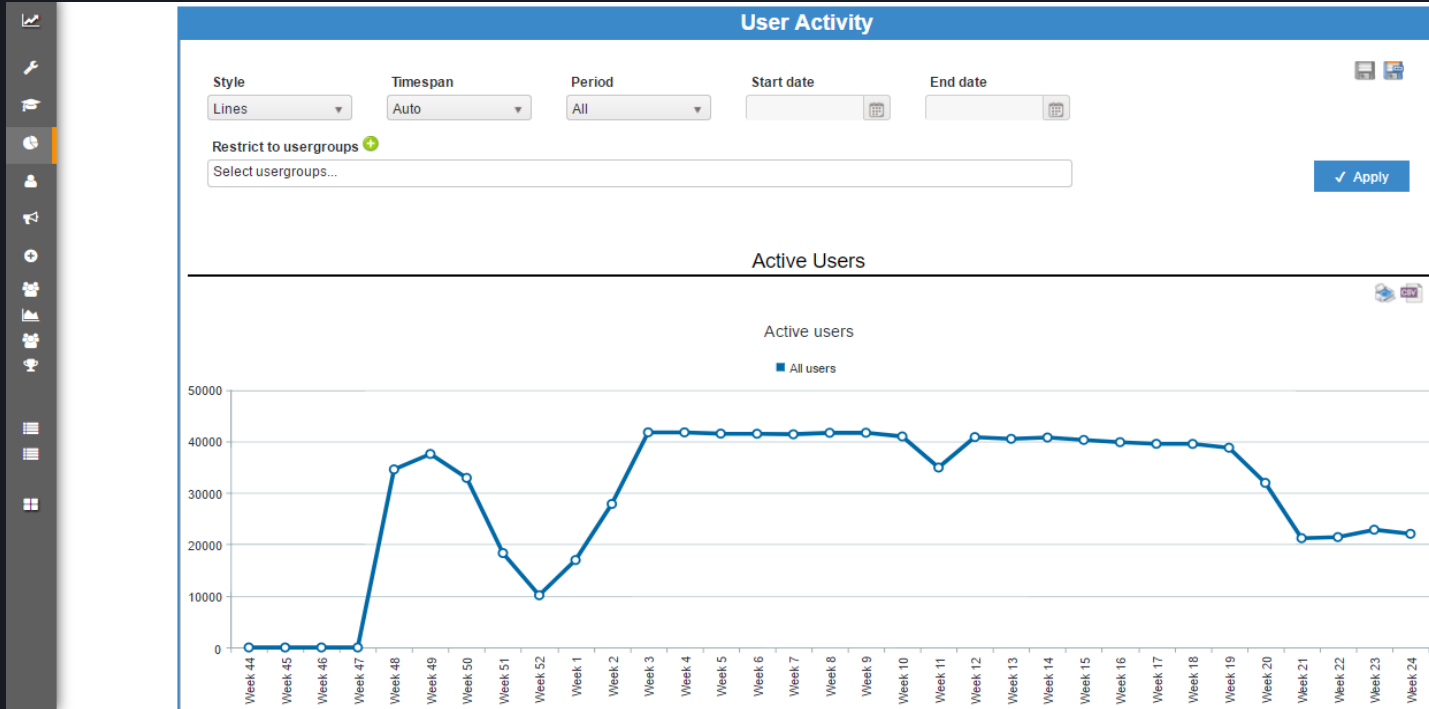
**Graph Type:**  
Trend Line

Tool Group	Adoption
Student	
Assessment	10.6 %
Collaboration	6.1 %
Communication	19.7 %
Content	4.5 %
Course Management	24.2 %

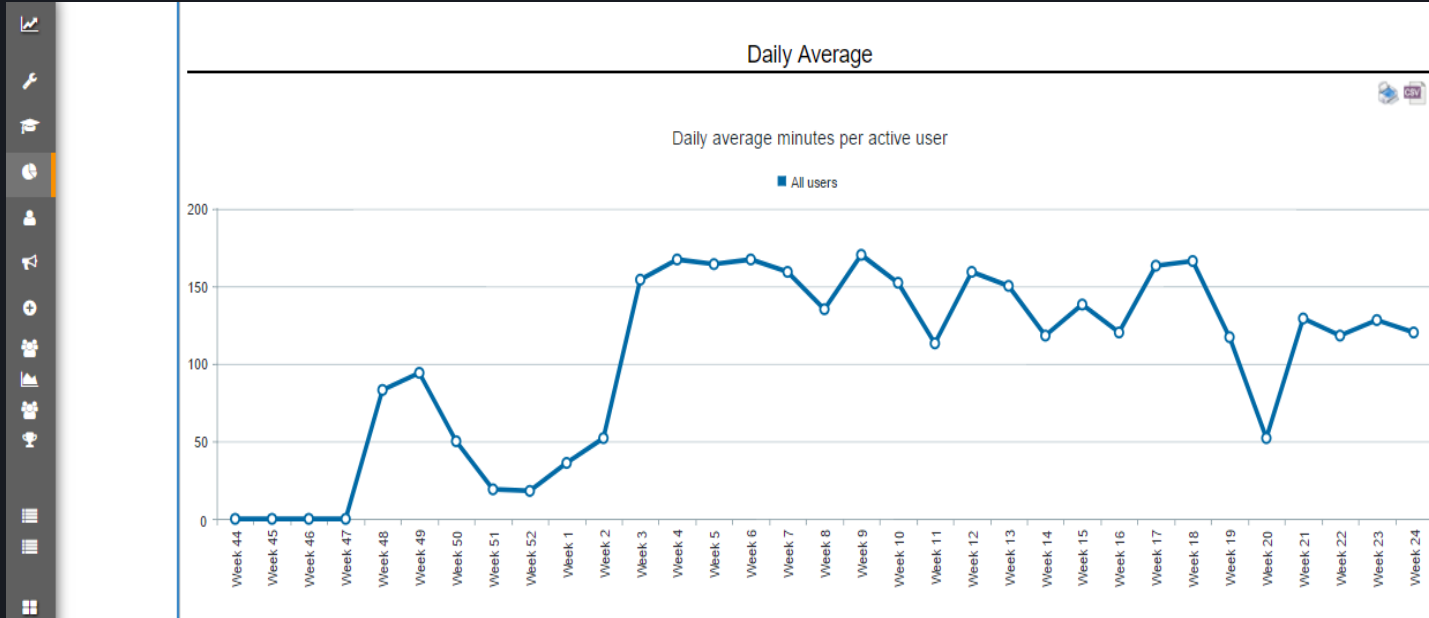
**Amount of active users using tool group**

Week	Content	Assessment	Collaboration	Communication	Course Management
Week 11	0%	0%	0%	0%	0%
Week 12	0%	20%	10%	40%	30%
Week 13	0%	0%	0%	0%	0%
Week 14	0%	0%	0%	100%	0%
Week 15	0%	0%	0%	40%	30%
Week 16	0%	0%	0%	10%	40%
Week 17	0%	0%	0%	0%	20%
Week 18	0%	0%	0%	0%	20%
Week 19	0%	10%	10%	10%	30%
Week 20	0%	0%	0%	0%	10%
Week 21	0%	0%	0%	0%	0%
Week 22	0%	0%	0%	0%	0%
Week 23	0%	0%	0%	0%	20%
Week 24	0%	0%	0%	0%	10%

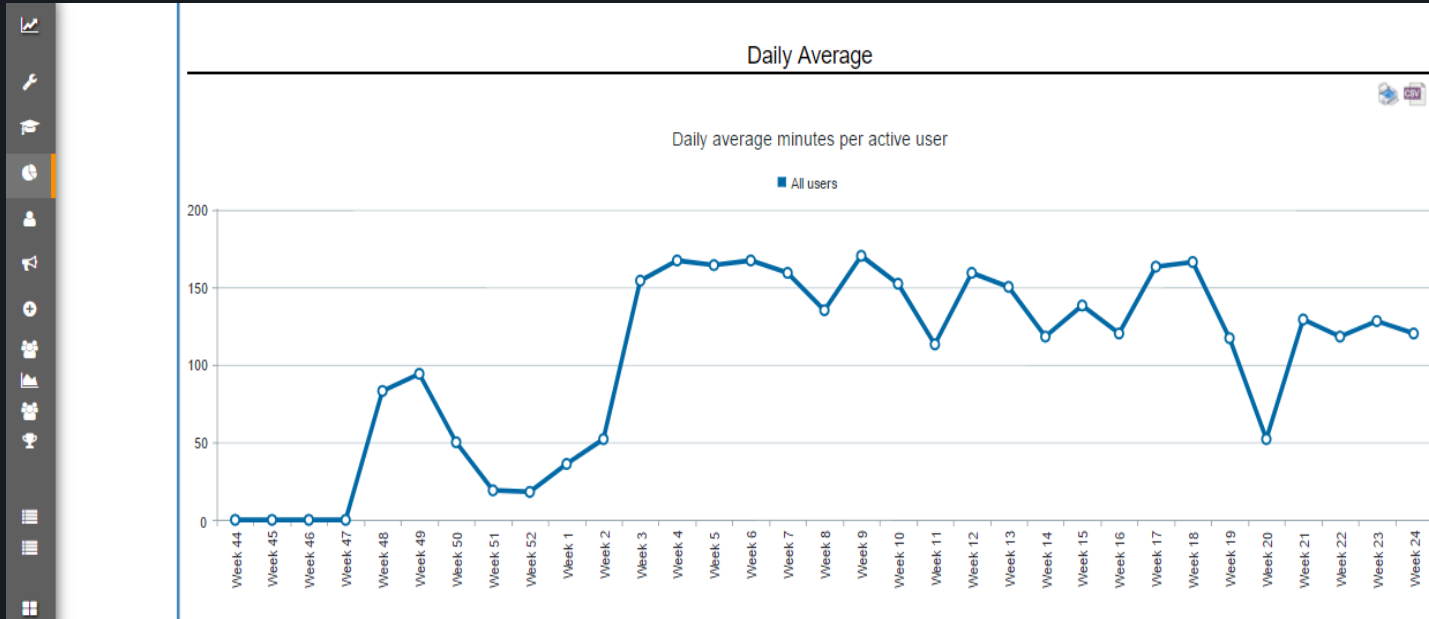
# System Usage



# System Usage

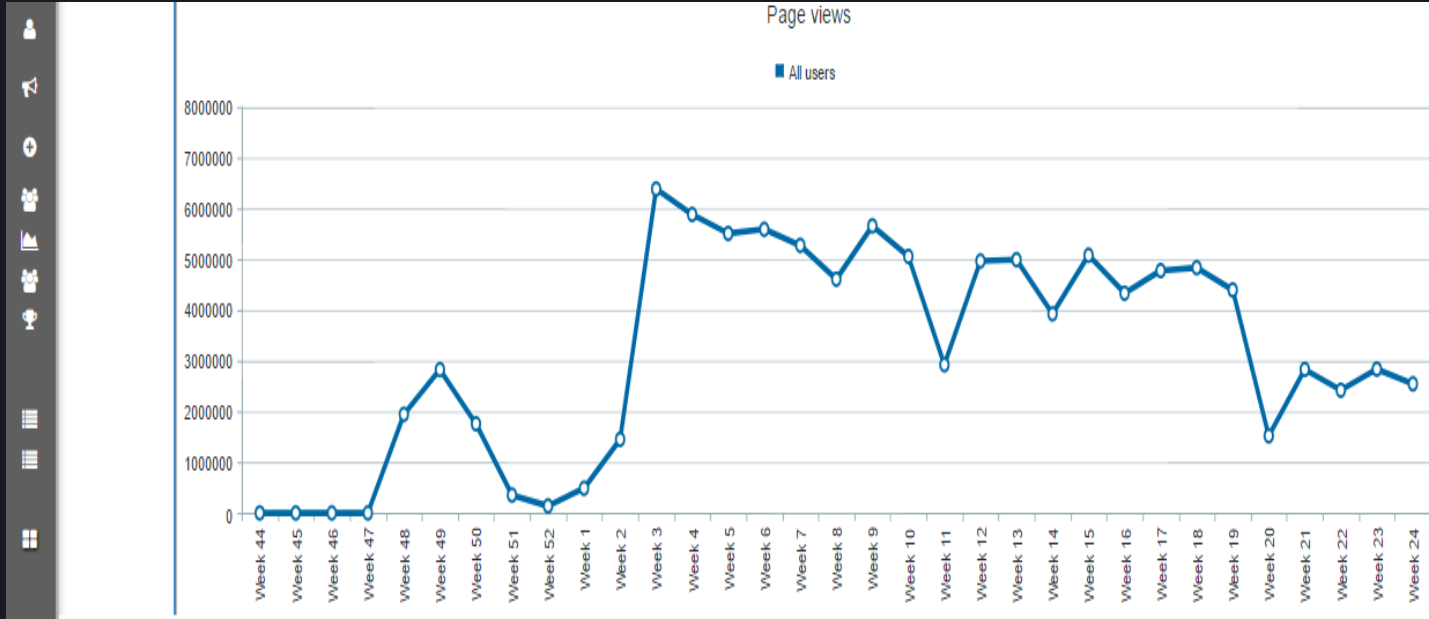


# System Usage





# System Usage

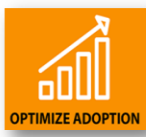


## Next Steps – Looking Forward

- Increase adoption of Support Tab
- Utilize additional roles for targeted messaging
- Promote tool use through campaigns



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Just Released!

## New version EasySupport

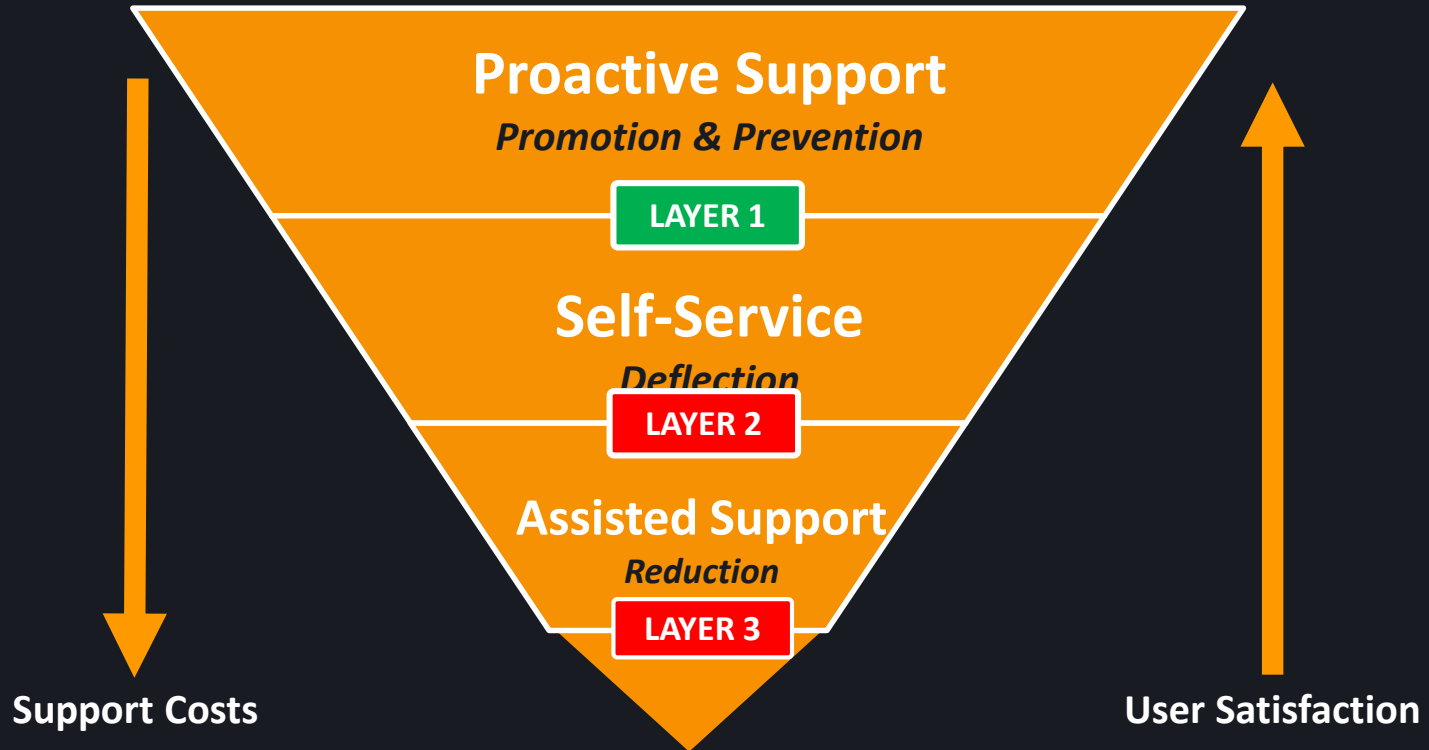
- Improved usability for faculty & students
- Conversational interface
- Multi-channel support: phone + e-mail + chat (will follow soon)



Live Demo

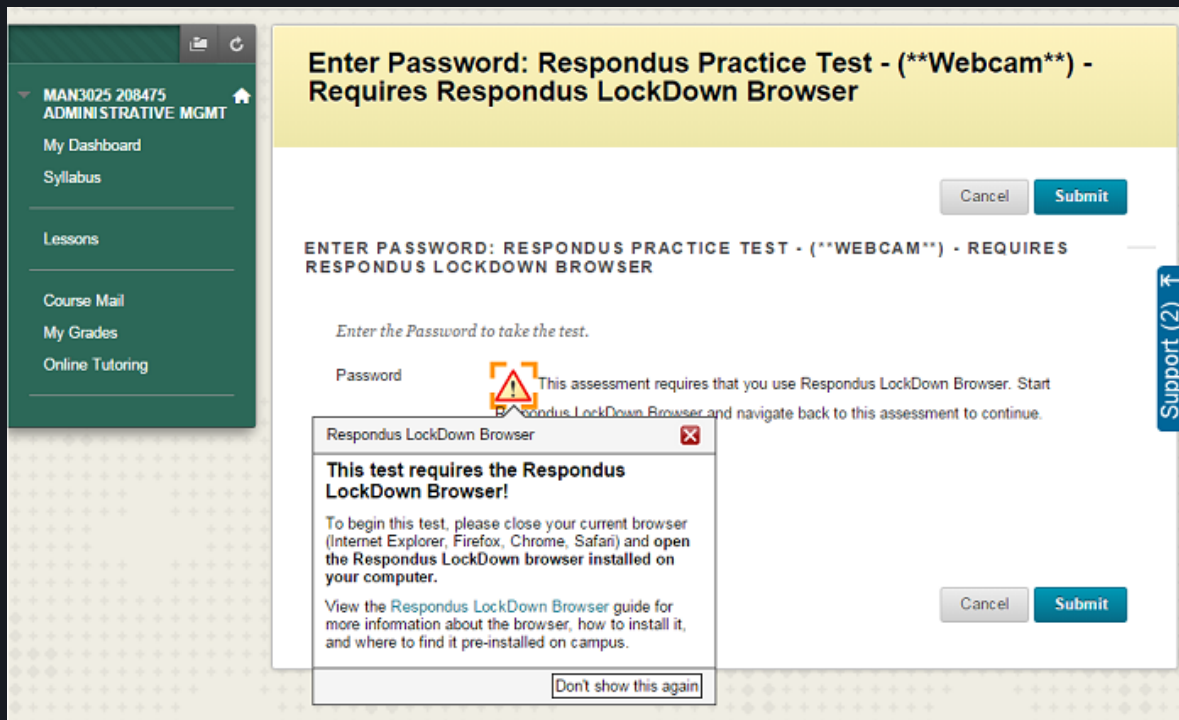


# Three Layers of Support



## Layer 1: Prevention

- ✓ Supporting users at the moment of need can **reduce the number of support requests by 75-80%**
- ✓ 4 types of messages, **permanent, informative, seasonal and urgent**



The screenshot shows a Blackboard assessment interface. On the left is a green navigation sidebar for course 'MAN3025 208475 ADMINISTRATIVE MGMT' with links for My Dashboard, Syllabus, Lessons, Course Mail, My Grades, and Online Tutoring. The main content area has a yellow header with the text 'Enter Password: Respondus Practice Test - (\*\*Webcam\*\*) - Requires Respondus LockDown Browser'. Below this is a password input field with a 'Cancel' and 'Submit' button. A modal message box is open, titled 'Respondus LockDown Browser', with the text: 'This test requires the Respondus LockDown Browser! To begin this test, please close your current browser (Internet Explorer, Firefox, Chrome, Safari) and open the Respondus LockDown browser installed on your computer. View the Respondus LockDown Browser guide for more information about the browser, how to install it, and where to find it pre-installed on campus.' The modal has 'Cancel', 'Submit', and 'Don't show this again' buttons. A vertical 'Support (2)' button is on the right edge.

# Layer 1: Promotion

- ✓ Increase usage of Blackboard functionality with **targeted pro-active messages** to users while they navigate the LMS
- ✓ **Example:** Promoting usage of WebPortal

**Grade Center : Full Grade Center**

*When screen reader mode is on, the Grade Center data appears in a simplified grid. You cannot freeze columns or edit inline, making it easier to navigate using the keyboard. To enter a grade, access a cell's contextual menu and click **View Grade Details**. When screen reader mode is off, you can type a grade directly in a cell on the Grade Center page. To enter a grade: click the cell, type the grade value, and press the Enter key to submit. Use the arrow keys or the tab key to navigate through the Grade Center. [More Help](#)*

Create Column    Create Calculated Column    Manage    Reports    Filter    Work Offline

Grade Information Bar    Move To Top    Email    Sort Columns By: Layout Position    Order: Descending    Last Saved May 17, 2016 1:39 PM

Last Name	First Name	Username	Last Access	(Uncurved) Totl	Total
Adam	Christian	817647331	May 11, 2016	58.7588%	1128.70
Aguilar	David	817750291	April 18, 2016	51.10879%	585.50
Ahmed	Omar	819256497	May 13, 2016	87.21759%	1641.00
Almanie	Abdulrahman	817345016	May 11, 2016	80.04321%	1571.00
Almohizea	Anas	816378100	May 12, 2016	65.73843%	1297.50
Alobaidi	Nasser	814384227	May 5, 2016	66.73457%	1195.00
Alotaibi	Mansour	815360150	May 7, 2016	73.41667%	1484.00
Alwazzan	Adnan	815293018	May 12, 2016	57.1429%	963.20

**NEW: Upload Grades from Blackboard to WebPortal**

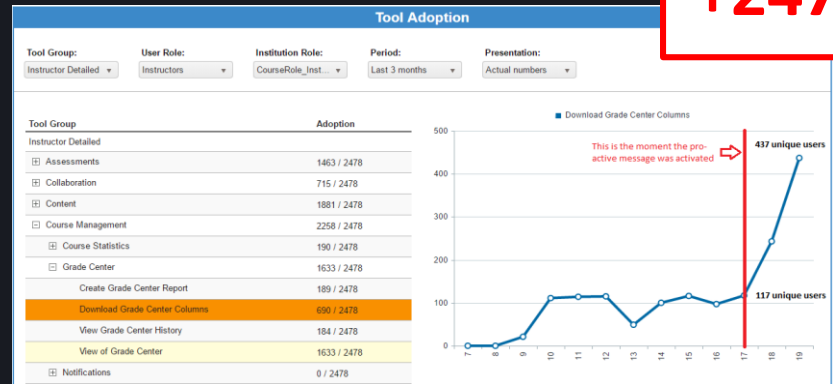
Now you can easily upload grades directly from Blackboard to WebPortal.

This new functionality enables you to download a Final Course Grade column from your Blackboard gradebook and immediately upload those grades into WebPortal.

[Click here to view this and other Spring 2016 tips](#)

[Don't show this again](#)

+247%





## Layer 2: Self-Service

- ✓ EasySoft's Support Center provides **direct access to context-relevant help and FAQ's** from anywhere within the application.
- ✓ **Context & role sensitive**
- ✓ Available **24/7**
- ✓ Ready to go **'out of the box'** help items, linked to the BB help website

The screenshot displays a Blackboard course management interface with a help overlay. The overlay is a blue box with a search bar at the top right. Below the search bar, it asks "How can we help you?" and provides a search icon and a close icon. Underneath, it says "Select one of the topics below" and has a button "Set up courses X". The "How do I?" section lists several topics: "Course properties", "Customize your course", "Course Tool Availability", "Course enrollment", "Set up a mobile friendly course with Mobile Learn", and "Set up a mobile friendly course in Bb Student". Below these are buttons for "Create Course Content", "Manage Content", "Reuse Content", "Release Content", "Student Preview", and "Use Calendar". The "Please specify" section has two dropdown menus: "Types of content" and "Select one of the available options". The "Suggested Help" section lists two items: "Menus for adding content" and "Watch a video about formatting text", each with a thumbs up icon and a comment icon. At the bottom, there is a "Couldn't find your answer?" section with the text "We can help you personally, how would you like to contact us?" and buttons for "Email" and "Call". The background shows the Blackboard interface with a sidebar menu on the left and a top navigation bar. The sidebar menu includes "EasySoft Demo Course", "Home Page", "Information", "Content", "Discussions", "Groups", "Tools", "Help", and "Turnitin". The top navigation bar includes "Community", "Services", "System Admin", and "Edit Mode is: ON". A vertical "Support (3)" button is visible on the right side of the overlay.

# Layer 3: Reduce Time to Resolution

- ✓ Faculty and students can **directly contact the helpdesk** from within the application
- ✓ **Dynamically routed** emails/calls
- ✓ **Essential user information** is sent over
- ✓ Can be linked to existing **ticketing systems**

The image displays a Blackboard user interface with a helpdesk overlay. The overlay, titled "How can we help you?", is a blue box with a search bar and a list of topics. The topics include "Set up courses", "Course properties", "Customize your course", "Course Tool Availability", "Course enrollment", "Set up a mobile friendly course with Mobile Learn", "Set up a mobile friendly course in Bb Student", "Create Course Content", "Manage Content", "Reuse Content", "Release Content", "Student Preview", and "Use Calendar". Below the topics, there are two dropdown menus labeled "Please specify" with options "Create containers for content" and "Create Learning Modules".

The background shows the Blackboard "Content" page for an "EesySoft Demo Course". The page has a sidebar with navigation options like "Home Page", "Information", "Content", "Discussions", "Groups", "Tools", "Help", and "Turnitin". The main content area shows "Three ways to" and "EesySoft Knc" with a "Watch Video" button. An "Email" form is overlaid on the page, with fields for "Subject" and "Message", and a "Send email" button. The form also includes a "Your question is about" dropdown and a "Description" field. A "Support (3)" button is visible on the right side of the page.

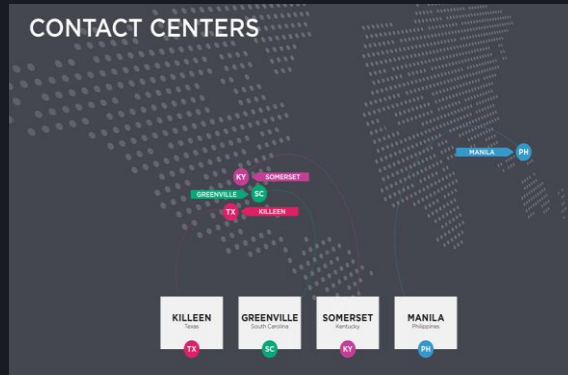
## 30-Day Free Trial

- Run b2 in your own Bb environment
- EesySoft consultant available
- Fully supported trial process

**Interested in free trial or want to receive more information?**



# Blackboard Student Services Overview



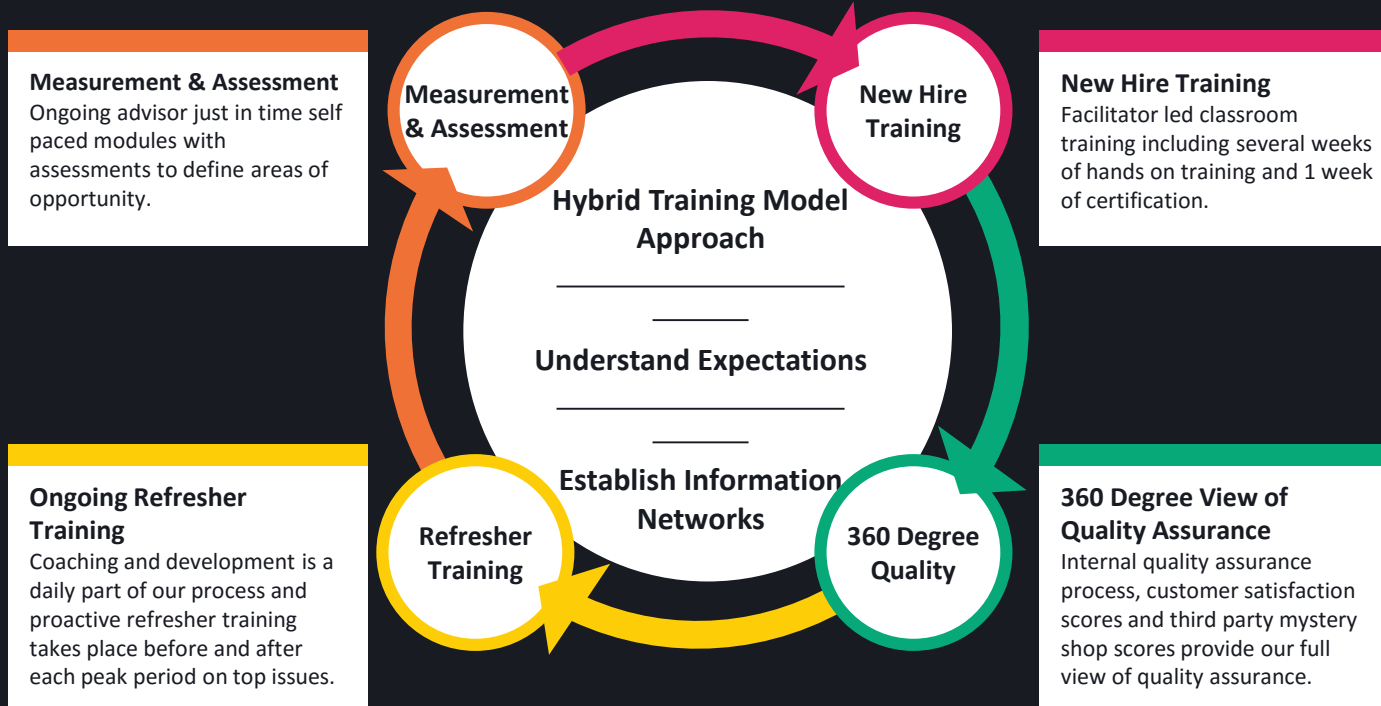
**24x7 or Augmented Support**  
*Students, Faculty and Staff*

**Knowledge Base Development**  
*Content management to build and maintain KB*

**Faculty Specific Support**  
*White-Glove services available on demand*

**Strategic Partner**  
*Supports instructional design teams and administrator*

# Agent Training and Quality Assurance



# Blackboard LMS Support with Eesysoft

## Student/Faculty/Staff Support ✓

24x7 user support services through phone, email, and chat for access issues, troubleshooting and course availability.

## Ticket Management ✓

Full incident management via Blackboard's SmartView™ system with seat licenses for your staff

## Self-Service ✓

Reduces call volume by offering in-application, contextual self-help articles

## Customer Satisfaction ✓

Measured via after call survey as well as Email outreach

## Reporting and Insight ✓

An enhanced level of insight into end user problems, service levels and customer satisfaction through activity dashboards

## Customized Knowledge Management ✓

Our consultants will work with our content management team to build your external and internal knowledge base

## Partner with IT & Instructional Design ✓

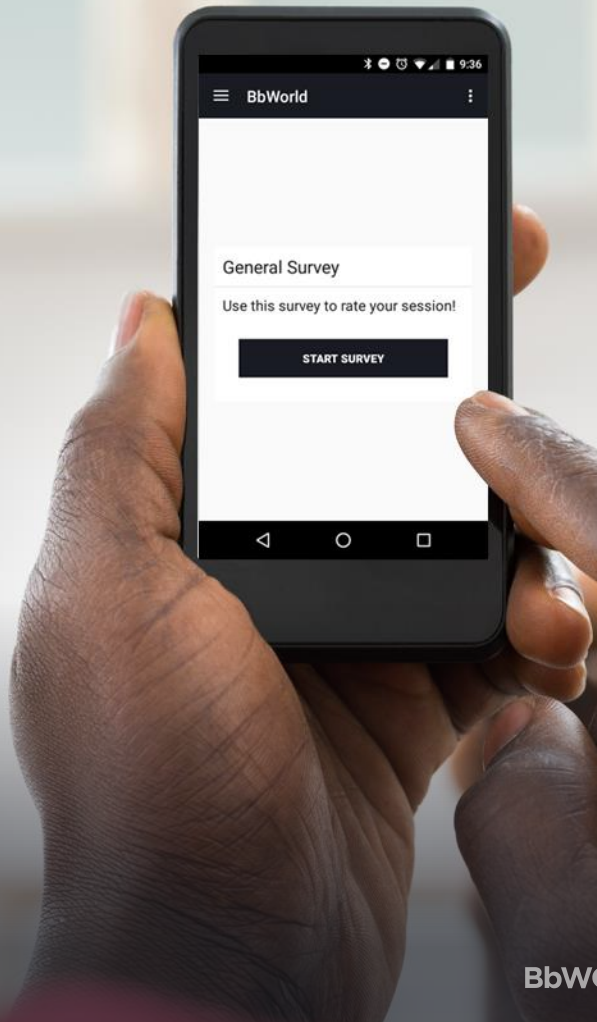
### Teams

Analyze and report on the student and faculty experience to the onsite teams in order to improve and develop training resources.

Enhanced by Eesysoft

Questions?

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session in the  
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