

UNC Blackboard Support Model

The UNC Technical Support Center provides a single point of contact for all technical support issues at UNC including smart classrooms, account access, phone system and network issues, desktop computers, and Blackboard. For Blackboard, the identification of technical requests and instructional items occurs through contact via the TSC, ensuring that all support calls are documented and providing a single point of contact. Requests that are instructional in nature will be cataloged and escalated to a team of Instructional Designers.

The TSC provides technical support 24 hours a day, 7 days a week, and 365 days a year for all technical issues. To address support at this level, the Technical Support Center is comprised of on-campus and off-campus support teams and a comprehensive online self-help portal, SupportU. This resource contains a variety of documentation and self-help resources designed for the support of Blackboard on our campus.

This model of central support has several distinct advantages:

- Support of requests are not dependent upon one individual
- Support representatives are available 24/7/365
- All support requests are cataloged and referenced through a ticketing system
- Solutions to support questions are recorded and become part of the Knowledge Base that can be searched to help resolve future support requests

UNC Information Technology Service Levels

The UNC Technical Support Center has identified two Blackboard specific severity codes and targeted response times to address issues which require escalation (not resolved on first-contact) impacting instructor/student use of Blackboard.

Blackboard Service Levels		
Severity Level	Response Time	Example
<p>BB-Severe Incident which hinders or limits the functionality of Blackboard Courses in which the issue necessitates immediate response.</p>	<p>Within 15 minutes *M-F 7am-5pm ----- Within 2 hours *5pm-7am, weekends and holidays follow internal on-call procedures where recognized on-call will respond within 2 hours.</p>	<p>Multiple client impact for same issue Blackboard site availability Test or Exam Inaccessibility</p>
<p>BB-Important Incident which hinders or limits the functionality of Blackboard Courses in which the request/issue does not necessitate immediate response.</p>	<p>Within 12 hours</p>	<p>Examples include but are not limited to:</p> <ul style="list-style-type: none"> • Course Shell Creation • Discussion Board Issues • Assignment Issues • Announcements

IDIT Team

The IDIT team consists of representatives from IT that are specifically involved in Blackboard Support at UNC and Instructional Designers from Extended Studies and CETL. The purpose of the team is to collaborate on support, testing, documentation, communication, and user interface for all Blackboard issues. The goal is to provide a seamless support experience for Blackboard users and provide a service to the faculty that can resolve both technical and instructional issues. To accomplish this goal:

- IT and ID representatives meet weekly to discuss issues and solutions and create appropriate documentation.
- The team crafts messages to Blackboard users to inform them of system issues, provide reminders of important dates, and provide hints for effective use of Blackboard.
- The team supports two websites for student and faculty use. A specific BB Support site contains documentation for both Faculty and Students on use of Blackboard. The SupportU site provides additional detailed documentation on all UNC systems (URSA, Banner, Beardrive, Blackboard, etc.) along with the ability to submit a support request online.
- Instructional Designers monitor the ticketing system and are assigned support tickets from faculty that involve instructional issues/questions.
- Moving forward the team plans to:
 - Monitor tickets to identify recurring issues and provide documentation and training on those topics.
 - Review current TSC Blackboard knowledge base to improve responses to some issues.
 - Add information to the knowledge base to provide a broader range of issues that TSC can handle.

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