

## **August 31, 2011 - 3:00 pm**

Overnight Blackboard Support Weekly Statistics - Wait times for calls to be answered

### **Wednesday 8/24 through Monday 8/29**

#### **Daily from 4 pm to 8 am the next day and 24/7 weekends**

- Calls answered within \*agreement levels: 79%
- Highest one call wait time: 12 minutes
- Total Calls: 80
- Calls answered after \*agreement levels: 18%
- Calls abandoned after \*agreement levels: 3%

### **Friday 8/20 midnight through Monday 8/22 4 pm**

#### **8/22/11 Blackboard system sluggish beginning at 9:15 am**

#### **8/22/11 Blackboard Support taken off line at 4:15 pm**

- Calls answered within \*agreement levels: 21%
- Highest one call wait time: 26 minutes
- Total Calls: 186
- Calls answered after \*agreement levels: 36%
- Calls abandoned after \*agreement levels: 43%

\*Agreement answering levels

- Calls abandoned by caller before 3 minutes during peak time and before 2 minutes during nonpeak times are not included in the statistical breakdown
- average call answered in 3 minutes or less during peak times
- average call answered in 2 minutes or less during nonpeak times

## **August 24, 2011 – 4:00 pm**

The UTS Technology Helpdesk is now forwarding all calls to the 24/7 Blackboard Support Helpdesk. When testing call wait times they were between a few seconds and just over three minutes. As one of the steps to improve call wait times, Blackboard Support has added an intermediate menu selection so callers can be directed to appropriate Blackboard Support agents. Until further notice The Ball State Technology Helpdesk will answer calls from 8 am to 4 pm Monday through Friday and at 4 pm through the evenings and 24/7 on Saturday and Sunday the calls will be forwarded to the Blackboard Support Agents. Please check this web site for further updates.

## **August 23, 2011 - 8:30 am**

Blackboard continues to operate normally.

**August 22, 2011 - 11:58 pm**

Since mid-morning, when our Blackboard environment started to show signs of delayed logins and unusual wait times, University Computing Services has been in constant contact with Blackboard Support. UCS engaged Microsoft and Blackboard in the technical discussions at the highest level of support and have isolated application tables that have not performed as designed. We are in the process of fixing those tables and currently Blackboard seems to be responding positively.

Ball State's Blackboard 24/7 technical support was taken off line at 4:15 today due to unacceptable delays in calls being answered. We have contacted [Blackboard Student Services](#). They are in the process of providing us with a detailed account of the calls and the wait times for the past 48 hours. They will evaluate the problems and provide us with an outline of steps that they will implement to resolve the long wait times. If the actions that they outline in the next 24 hours are acceptable, we anticipate the return of the 24/7 Blackboard Support to start again on Wednesday August 24 at 8 am. In hindsight, the implementation of the new service during peak times for our campus and a peak time for our Blackboard 24/7 partners might have been more successful had we waited until the second week of classes.

We regret any difficulties these Blackboard problems have caused. The Office of Information Technology is dedicated to providing the university with a stable and effective learning environment. Our 24/7 Blackboard Support Service is important to the campus learning environment and we are confident that it will prove to be an excellent service long into the future. For continued updates go to [www.bsu.edu/helpdesk/blackboard](http://www.bsu.edu/helpdesk/blackboard) under the heading Current Status of Blackboard.

**August 22, 2011 - 4:15 pm**

Due to difficulties with the 24/7 Blackboard support service, it has been taken off line. Ball State's [Technology HelpDesk](#) will be staffed until midnight on Monday, August 22 to assist with technical issues or questions, including those about Blackboard.

**August 22, 2011 - 2:30 pm**

The Blackboard system is currently experiencing slow response times. You may experience long wait times for Blackboard logins and possibly no access at all. We are currently working on the problem with Blackboard Technical Services. We will update this posting as additional information becomes available.