



The Blackboard Learning System—Vista Enterprise License is used by University System of Georgia (USG) institutions and supported by Advanced Learning Technologies (ALT), a division of the Office of Information and Instructional Technology (OIIT). Classes in which instruction is face-to-face, fully online courses, and “hybrid” courses, all rely on the Blackboard Learning System, maintained through the GeorgiaVIEW project, and delivered via the USG’s robust and stable, statewide network, PeachNet: <http://www.usg.edu/oit/about/factsheets/peachnet.pdf>

## CHALLENGES

Use of the Blackboard Learning System—Vista Enterprise License is growing exponentially. Each successive semester, the number of GeorgiaVIEW Vista courses increases, and the amount of GeorgiaVIEW Vista activity across the USG doubles. USG faculty and students are becoming increasingly dependent on GeorgiaVIEW to deliver content, and to communicate with each other.

The OIIT helpdesk has traditionally served as the call center for administrative users of USG Enterprise Resource Planning software (ERP). ERP end users were supported through a variety of mechanisms—many supported through local campus resources. A single vendor provided call center for end users was created in FY2001 in support of the USG’s course management system (CMS) rollouts. By FY2006 CMS usage under the GeorgiaVIEW project had outgrown the capabilities of this call center.

GeorgiaVIEW needed to support avenues capable of addressing the needs of a variety of user roles and ever growing user base to ensure the success of the project.

## SOLUTIONS

### OIIT FRONTLINE HELPDESK

The OIIT Helpdesk continues to serve the needs of the Institutional Administrators with e-mail and web-based ticket creation for non-critical questions and issues, with a 24x7 on-call staff for critical issues.

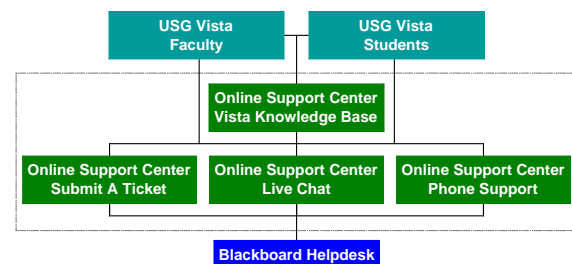
Some key features of the OIIT Helpdesk include:

- Common Support Model utilizing ITSM Remedy
- Development and implementation of Pre-Defined Summaries in ITSM
- Tracking through ITSM Change Request Module

### GEORGIAVIEW: ONLINE SUPPORT CENTER

Experience with the CMS end user call center and detailed analysis of call patterns indicated that a searchable knowledge base could more quickly and more cost effectively address a majority of faculty and student issues.

The GeorgiaVIEW Online Support Center (OSC) was created in FY2006 as a small pilot to test the efficacy of knowledge base solution. Through FY2006 the pilot projects were expanded. Beginning July 1, 2006, all GeorgiaVIEW end user support was channeled through the OSC.



Some of the key features of the GeorgiaVIEW Online Support Center include:

- First point-of-contact issue resolutions, or escalations to Blackboard support.
- Easy-to-remember URL: <http://help.view.usg.edu>
- Link to downloadable *How to Use the Online Support Center* (PDF).
- Direct linking to specific Knowledge Base articles possible.
- Homepage banner space available to notify OSC users of ongoing support issues and emergencies.

## Self-Service Knowledge Base

- Hundreds of articles currently in searchable GeorgiaVIEW Vista & CE Knowledge Bases.
- *Getting Started* FAQ section on homepage.
- Dynamic links to *Most Popular Topics* on portal homepage, showing times viewed.
- Links to dynamic *Most Recent Topics* added to knowledge base, showing dates added.
- Knowledge Base user satisfaction survey.

## Multi-Channel Real-Time Support

### Submit A Ticket

- Webform allows USG faculty and students to create a password-protected account to submit support issues and to track their open tickets.

### Live Text Chat

- Instant text messaging to OSC helpdesk personnel.
- Chat transcripts available via e-mail.

### 24x7x365 USG Call Center

- Dedicated toll-free phone numbers for USG GeorgiaVIEW Vista & Campus Edition faculty and students.
- Special toll-free phone numbers for hearing-impaired users.

## On-Demand Reporting

- USG access to monitor all support ticket status and resolution details.
- OIIT helpdesk can provide just-in-time OSC usage reports requested by GeorgiaVIEW Vista institutional administrators.
- Weekly check-in calls and periodic USG usage reports.

## OUTCOMES & BENEFITS

- A single support channel for all end users.
- Searchable knowledge base allows faster access to information than a call center *only* model.
- Knowledge Base allows for targeted announcements and intervention (such as browser checker) to deflect unnecessary contacts to call center.
- Collection of access information and user feedback allows for continuous improvement of Knowledge Base articles.
- Increasing numbers of users supported while maintaining level of overall investment.

## WHAT'S NEXT

- Decommissioning of Campus Edition Online Support Center, coincident with system-wide conversion to GeorgiaVIEW Vista. (December 2006)
- Upgrading of ticket tracking system to Parature 6 (January 2007)

## WANT TO KNOW MORE?

For more information about the USG's Blackboard Learning System—Vista Enterprise License implementation, see <http://alt.usg.edu/gaview>

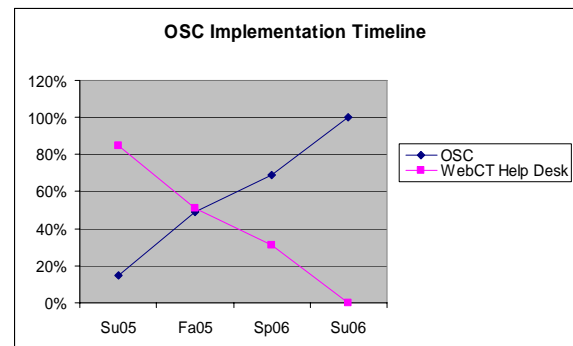


Figure 1: Number of potential users of each support system from Pilot 1 (Su05) through full implementation (Su06).

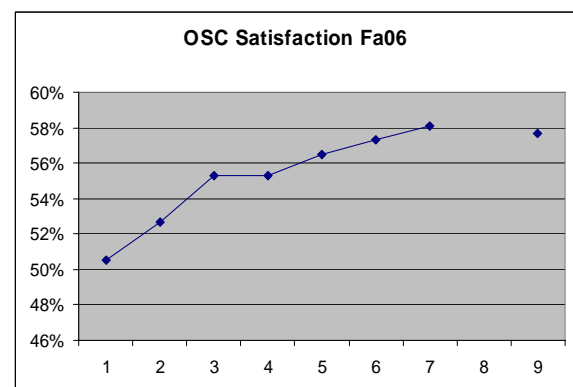


Figure 2: Satisfaction ratings by OSC users for the first nine weeks of Fall 2006 semester.

