



Can't find what you're searching for? Let us Help!

Learning Management System Support



Institutions' Introduction

Cleveland State University (also known as Cleveland State or CSU) is a public research university located in downtown Cleveland, Ohio. Today it is part of the University System of Ohio, has more than 120,000 alumni, and offers over 1,000 courses supporting 200 major fields of study at the undergraduate and graduate levels, as well as professional certificate and continuing education programs. Its mission is to encourage excellence, diversity, and engaged learning by providing a contemporary and accessible education in the areas of Business, Education and Human Services, Engineering, Graduate Studies, Law, Liberal Arts and Social Sciences, Sciences and Health Profession and Urban Affairs.

Problem Statement

With over 17,000 students, 500 faculty, and 1,000 staff, CSU required a strong yet flexible IT support system. Unfortunately, their set up of **BlackBoard LMS** with a lean technology team wasn't cutting it, and the number of complaints and IT related issues were growing at an alarming rate.

With a wait time of 10 minutes just to reach an IT Help Desk agent, no support outside of business hours, and an escalation in negative complaints, CSU knew it was time to look for a partner, who specialized in IT Help Desk support. They were in dire need for a company who could provide efficient, dedicated support to students, faculty, and staff 24 hours a day, 7 days a week, 365 days a year.

Solution

BlackBeltHelp, the number 1 IT Help Desk provider in the Higher Education space, stepped up to provide CSU with cost-effective 24x7x365 IT Help Desk Support Services.

BlackBeltHelp didn't stop at just providing learning management system support - the entire learning ecosystem, including operating systems, Microsoft Office software, browsers, plugins, collaboration, email, Google apps, remote access/VPN, hardware, and more is fully supported by skilled agents – making it easier for students, faculty and staff.

Online students have especially benefited from the improved coverage and response time. As the majority of online students are also balancing jobs and families, with BlackBeltHelp's full coverage, they are able to get ahold of an agent no matter the time of day or night.

BlackBeltHelp has opened its communication channels to include emails, chat, or mobile app submissions. This way on-the-go students are no longer limited to direct phone calls, and instead can access support services through other means.

The most popular LMS issues addressed by this solution has been listed below for reference:

For Students:

- Browser Support
- Login support, Password Reset, Course Catalog
- Courses and Content
- Access plus Submit Tests and Assignments
- Assignment Grades

For Instructors:

- Course Options, Tools and Content
- Student Course Experience
- Assignments
- Tests and Surveys
- Grade Center

Benefits & Impact

The 24x7x365 IT Help Desk support, provided by BlackBeltHelp, is viewed as a major success for CSU. This change couldn't have come at a better time, with support requests doubling in volume during the fall rush.

As an extension of CSU's on-site team, BlackBeltHelp advisors delivered the following value add:

- 80% reduction in complaints, announced an improvement in end user satisfaction and acceptance
- Wait time decreased to less than 60 seconds, resulting in faster enquiry resolution
- Better control via real time performance tracking mechanism
- Existing staff offloaded from routine queries and extra time utilized to focus on complex issues and other strategic initiatives

About BlackBeltHelp

BlackBeltHelp is a leading provider of help desk products and services supporting Higher Education for past 5 years. With over 200 clients globally, BlackBeltHelp provides wide range of Product and Services to improve Help Desk administration and end user experience.

Disclaimer

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"CSU is pleased with the LMS support that BlackBeltHelp has been providing, they really strive to act as a partner and seems to care about out of scope issues and provide best quality experience to the end user"



Sarah Rutland,

Manager of Operations & Quality Assurance,
Cleveland State University