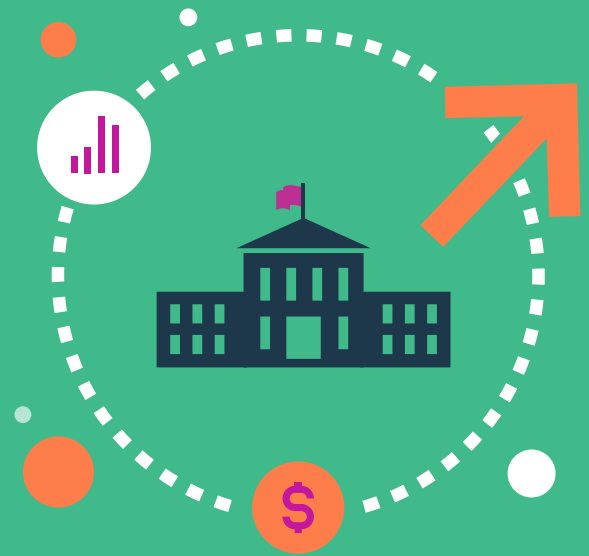


Blackboard

Tri-C improves handle time, increases efficiency, and meets state mandate to reduce costs through IT Help Desk Partnership



www.tri-c.edu



Cleveland, Ohio



31K+ students

Cuyahoga Community College (Tri-C) opened in 1963 and remains Ohio's oldest and largest public community college. More than 600 non-credit workforce and professional development courses are offered each year and it ranks first in Ohio and twenty-fifth in the nation in conferring associate degrees across all disciplines.

As with many higher education institutions, Tri-C had been challenged to keep their costs in check. This issue came to the forefront with the passing of Ohio House Bill 64, which mandated colleges across the state to develop and implement a plan to reduce the student cost of earning an undergraduate degree by five percent.

After years of cost-cutting, solutions to meet this goal were challenging to find. To help in this endeavor, Tri-C partnered with other Ohio institutions to achieve economies of scale, reduce operating costs, and create new efficiencies across a wide range of operations.

One of the areas investigated for cost efficiencies were the colleges' Help Desk services. Tri-C had partnered with an outside vendor for several years for their own IT Help Desk, but the contract was expiring and the opportunity to share the cost of these services looked promising. However, it all depended on whether they could find a new vendor who would not only meet their pricing requirements, but also improve quality, accuracy, and responsiveness without disrupting the user community.

A request for proposal was put out and Blackboard answered the call.

TRI-C'S TAILORED SOLUTION RESULTS:



\$70K

SAVINGS
PER YEAR



25%

REDUCTION
IN HANDLE
TIME



98.6

ACCURACY RATE
WITH OVER 13,000
REQUESTS HANDLED
TO DATE*

Partnering to create a tailored solution

Numerous factors led Tri-C to select Blackboard. Not only did they offer a powerful combination of technology, experience, and product knowledge, but they had a reputation for providing a seamless implementation and had the expertise to make the transition timely.

Timeliness was particularly important as the college was looking to have the new solution in place by the start of the fall semester—an aggressive 90-day timeline.

Blackboard was up to the challenge. A thorough assessment was made of Tri-C's existing services, which included surveying all of the college's systems and compiling a comprehensive service catalog. With this information, Blackboard developed a solution that would ultimately provide support for access issues, desktop troubleshooting, LMS support, hardware, software, and classroom emergency requests for faculty, staff, and students.

Collaborating with Tri-C, the solution was then tailored to include help desk best practices as well as an implementation of Blackboard's contact center technology, SmartView. SmartView would enable Tri-C to consolidate data from disparate systems into one intuitive service-friendly dashboard to streamline the Help Desk experience and help reduce handling time.

Ensuring a seamless transition

Both the Tri-C and Blackboard teams were dedicated to making this endeavor successful and made transparent communication a priority. To aid in this, Blackboard provided an on-site service delivery analyst who worked with Tri-C staff to focus on service experience excellence. Training on all of the technology, including SmartView, was provided simultaneously with the solution integration, so when the new services were ready to go online, staff were well prepared to start handling requests.

Through careful coordination and partnership, the 90-day deadline was met and the solution went live as planned.

Powerful results from day one

With the tailored solution fully implemented and operational, Tri-C has saved over \$70,000 per year. The average handle time per request dropped from 12 minutes to 9 minutes—a 25 percent reduction—leading to a significant boost in customer satisfaction.

With over 13,000 requests handled to date*, the solution has delivered an accuracy rate of 98.6 percent.

OTHER KEY OUTCOMES INCLUDE:

- › Earned 91% customer satisfaction rate
- › Achieved 59-second answer rate
- › Provided 99.9% system availability

The other colleges which Tri-C has partnered with—including Miami University and Kent State—have since started their own implementations of Blackboard's IT Help Desk. Going forward, Blackboard and Tri-C will be looking for new ways to improve service efficiency and accuracy even further as well as seek other opportunities to maximize their solution.



I've seen other offerings for help desk services and the difference with Blackboard is how they train their people, their knowledge base, and how they are committed to continuous improvement. I think that is what Blackboard has done extremely well."

**Gerry Hourigan, VP, Chief Information Officer
Cuyahoga Community College**

Let's talk

To read more examples of how institutions like yours have solved student lifecycle challenges, visit: [Blackboard.com/lifecycleservices](https://blackboard.com/lifecycleservices)

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