

## Blackboard Student Services

College Name: San Diego Community College District

### Primary Contact

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Blackboard Student Services Learning Managed Contact Center Solutions for Customer will include:

### Support Portal and Knowledge Base:

Offering a fully hosted, web-based knowledge base designed to encourage self-service and empower users to maximize the value of their Blackboard Student Services Learning teaching and learning environment.

- The Blackboard Student Services Learning Knowledge Base allows for customized branding and generally integrates within and throughout commercial and open source Learning Management Systems
- Link directly to the Blackboard Student Services Learning Knowledge Base from the login page, or directly from a course by clicking on the “help” icon
- The Blackboard Student Services Learning knowledge base is searchable, customizable, and fully managed by a dedicated Blackboard Student Services Learning account manager
- Includes knowledge base articles, tip sheets, and animated tutorials
- For purposes of this Agreement, minimal customizations in 4 areas will be made available: and additional customizations are available for an additional set fee.  
Password Reset Procedures\  
Branding of the portal  
Other areas to be determined by customer and Blackboard Student Services Learning

### Realtime eChat:

- The realtime eChat provides a direct, chat-based messaging link to a certified Blackboard Student Services Learning support representative; through the real time chat engine users may interact directly with a support representative 24/7/365.
- Provide users with a detailed chat transcript after each session
- Integrated with ticket tracking Support Applications to ensure comprehensive reporting of both chat-based and phone-based inquiries.

### Toll Free Phone-based Support:

- The operation will be fully staffed and available for both campus-based and distance learners 24/7/365.
- Customized Branding - Privately Branded scripting and messaging will provide a seamless experience for users and administrators
- Strict Service Level Management Approach
- Detailed monthly reports providing number and type of service requests, as well as depth of usage within each of the application subsystems (i.e., gradebook, assessments, virtual classroom)
- Based on type and nature of inbound calls, Blackboard Student Services Learning will make recommended approaches for managing the Customer Knowledge Base

**2. Additional Upgrade Options** Colleges will have the option to upgrade their services provided by Blackboard Student Services.

**Please return your PO and this signed form to:** FCCC, CollegeBuys Program, 1102 Q Street, Suite 3500  
Sacramento, CA 95811  
Contact: Johanna Dizon / 916-325-0122/ jdizon@foundationccc.org / FAX: 916-325-0844

**Course Management System Upgrade Options:  
Privately Branded Fully Customizable Portal  
Seats in a shared ticketing System**

**Additional Support Upgrade Option** Should a participating college request Blackboard Student Services to provide support for additional information technology applications. Blackboard Student Services and the college will determine the volume associated with supporting the application. A schedule will be completed with the volume and applications to be supported.

**3. Methods of Accessing Support**

The Support Service will include knowledge base, chat-based and phone-based support for all named students and faculty members. It is expected that international users will rely on chat-based support and knowledge-base tools.

**4. Support Availability**

Support will be available to faculty and students 24/7/365. **NOTE:** Blackboard Student Services Learning shall use best efforts to make the Support Applications and Support Solutions available to Customer. Notwithstanding, however, from time to time, it may be necessary to provide scheduled maintenance and upgrades to various components of the Support Applications and other technologies used in providing the Support Solutions. In such circumstances, there may be periodic downtime which Blackboard Student Services Learning will use its best efforts to schedule during non-busy time periods.

**5. Monthly Reporting**

Included in the support package are monthly reports outlining all incidents received during the period categorized by severity and affected application area. This information will be useful in adjusting certain program aspects to reduce the number of end-user problems in future months.

**6. Service Level Agreement & Pricing Assumptions:**

Blackboard Student Services' Managed Contact Center solutions include a service level warranty to ensure timely resolution of issues and response times, as follows:

Live Phone Average Speed to Answer Guarantee: under 3 Minutes, measured on a quarterly basis.

Upon notice to Customer or by Customer of Blackboard Student Services' failure to perform against stated service levels, Blackboard Student Services will have ten (10) days to remedy such failure(s). Upon the second notification for failure to perform for a stated monthly term, Blackboard Student Services shall have 3 business days to remedy and will apply a 10% credit of the call center operations fees for the current quarterly term to the Client's next invoice, if any.

Unless otherwise notified and affirmatively acknowledged by Blackboard Student Services, it is assumed that Client's incident volume per annum will be even throughout the term, and not exceed .6 incidents / Adjusted FTE ; and, average resolved incident length will be no longer than 8 minutes and escalated incident length will be no longer than 4 minutes. Estimated resolution rate for first call will be 80%+ ; Service Levels warranties do not apply if the above values are under estimated or if special circumstances in Client's operations cause an unusual spike in support requests that demonstrate more than a 10% variance from Client's historic averages. In the event that Customer's incident volume exceeds the maximum assumed volume for the standard pricing in this contract, Customer will remit the Tru-up /maximum amount indicated above within 30 days of receipt of an invoice, and for each subsequent renewal period..

**San Diego Community College District  
Renewal Term: July 1, 2013 – June 30, 2014**

|                                    |   |               |
|------------------------------------|---|---------------|
| <b>Project/Account Management</b>  | Includes knowledge base provisioning and updating, work flow implementation and management, escalation customizations, survey completions for satisfaction monitoring, monthly reporting and monthly status conference calls. | \$ 4,500.00   |
| <b>Service Desk Infrastructure</b> | Portal and Ticketing System   | \$ 8,509.00   |
| <b>Service Desk Operations</b>     | Based on Live support requests (phone, chat, web submission) volume of 4,995 incidents.   | \$ 52,281.00  |
| <b>Total</b>                       |   | \$ 65,290.00  |
| Less FCCC \$4500                   | The California Community Colleges Chancellor's Office has approved this subsidy. Depending on budget cuts, they may not be able to provide this funding in future years.  | \$ (4,500.00) |
| <b>Total Anticipated Charges</b>   |   | \$ 60,790.00  |

By signing below you certify that you have read and agree to the Terms and Conditions contained in the Blackboard Student Services License Agreement. In addition, your signature serves as the purchase commitment for your institution.  
Payment must be addressed to Foundation for California Community Colleges.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

|  |       |
|--|-------|
| <b><i>PO must be addressed to Foundation for California Community Colleges. Please return your PO with this signed form.</i></b> | PO #: |
|--|-------|

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