Making the Decision to Partner for Service
7/12/22 – 10:25am Session
Introductions

Adri Edwards-Johnson
Manager,
IT Enterprise Services
University of Central Oklahoma

Lisa Hansen
Executive Director,
Virtual Student Engagement
Anthology
Today’s Agenda

- Determining Need for Partner
- Choosing a Partner
- First Year Impacts
- Partnership Highlights
- Future Partnership Opportunities
Determining Need for Partner
Determining Need for Partner

• COVID impact on service desk support
• High volume during peak periods
• Student/Faculty frustrations
• Inconsistent tracking on campus
• Need for communication between offices
• No way to gauge satisfaction
Choosing a Partner
Choosing a Partner

• Top Criteria in Partner
  – Broad Support Offering
  – Ticketing System
  – Data/Tracking
  – Partner not just a provider
  – Price
First Year Impacts
First Year Impacts – Help Desk Service Delivery

7/8/2021 – 5/31/2022

- 9,034 Incidents
- 118 Seconds Average Speed to Answer
- 25% Escalation Rate
- 386 Seconds Average Handle Time

923 hours
Approximate hours saved for UCO front line staff
First Year Impacts – One Stop Service Delivery

8/3/2021 – 5/31/2022

39,367 Incidents

239 Seconds Average Speed to Answer

18% Escalation Rate

375 Seconds Average Handle Time

4,100 hours

Approximate hours saved for UCO front line staff
First Year Impacts – Campus

- Coverage over breaks (planned & unplanned)
- Summer Fridays
- Use of automation during priority registration
- Increased partnership across campus departments
- Decreased student frustration
Partnership Highlights
Partnership Highlights

• Relationship of a partner for support not vendor providing service

• Client Success Manager

• Sharing the UCO Success Story

• Continued focus on improvement
Future Partnership Opportunities
Future Partnership Opportunities

• Proactive Outreach (Engagement Campaigns)

• Expanded Help Desk service
The Partnership with Blackboard’s One-Stop solution has been nothing short of extraordinary. Our Enrollment offices were overwhelmed with phone calls and students were not happy with our customer service. However, since partnering with Blackboard, the average call wait time is less than one minute and only a couple of minutes during peak dates. Our internal Call Center team is now able to triage, and case manage escalated cases within a few hours, instead of 1-2 days. In addition, students are excited to get answers to their questions 24/7, 365 days a year. In addition, the chat feature reduced the volume of calls as many students choose to chat for immediate responses.

Blackboard is handling the majority of incoming calls, which allows our staff to focus on other responsibilities. Office morale is growing, and we’ve noticed a decrease in staff turnover since the implementation.

Christopher A. Lynch
Vice President, Enrollment and Student Success