



**Center for Learning Enhancement,  
Assessment, and Redesign**

**CLEAR Faculty Help Desk Service Level Agreement (SLA) - Last updated 03/19/2013**

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**A. Purpose of the CLEAR Faculty Help Desk**

The CLEAR Faculty Help Desk is here to provide technical support for Blackboard and its supported add-ons to faculty and staff at the University of North Texas - Denton/Dallas. We strive every day to provide the best service and encourage feedback from the UNT community to help us continually improve the support offered to faculty and staff at UNT.

The CLEAR Faculty Help Desk is committed to delivering quality service and support by:

- Striving to ensure end-user satisfaction.
- Responding to requests for support within published time frames.
- Interacting with faculty and staff in a respectful and courteous manner.
- Requesting feedback for opportunities of improvement.
- Continuously working to improve the quality of service.
- Regularly reviewing and monitoring established performance indicators.

**B. Scope of Support**

i. Types of Support Provided

- Supported:
  - How to's
  - Blackboard technical troubleshooting
  - Computer/device compatibility

- Course content that has been accidentally deleted - Restore back to 30 days
- Enrollments (The student helpdesk will enroll students only if they are registered through EIS, however we can enroll students if requested to do so by the instructor, department chair, or other departmental administrative staff)
- Student and instructor disputes over coursework completion. Request has to be put in by the instructor or department, not the student.
- Blackboard/3rd-Party integrated tools:
  - Collaborate
  - iTunes U
  - Respondus Exams
  - Respondus Lockdown Browser
  - Turnitin
  - Wimba
- Not Supported:
  - my.unt.edu
  - University email
  - Computer troubleshooting
  - Hardware and software installations
  - Classroom support
  - EUID and password issues
  - Network and internet connectivity
  - Instructional consulting. Consulting is handled by your CLEAR instructional consultant.
  - Setting up the grade book. The instructional consultant will help with that.
  - Test building
  - Content building
  - Content reorganization
  - Submitting semester grades
  - McGraw-Hill Campus issues. If the building block is not functioning, we will support that.
  - Pearson MyLab issues. If the building block is not functioning, we will support that.

#### ii. Supported Users and Non-Supported Users

- Supported:
  - Current faculty and staff
  - Teaching assistants (TAs) and fellows (TFs)
- Not Supported:
  - Students
  - Inactive faculty and staff
  - Inactive TAs and TFs

#### iii. Blackboard's Supported Hardware and Software

- Desktop and Laptop Operating Systems

- Windows XP (32-bit)
- Windows Vista (32-bit & 64-bit)
- Windows 7 (32-bit & 64-bit)
- Windows 8 (32-bit & 64-bit)
- Mac OSX 10.5 - Latest Release
- Desktop and Laptop Internet Browsers:
  - Internet Explorer 8 - Latest Release
  - Firefox 3.6 - Latest Release
  - Google Chrome
  - Safari 4 - Latest Release
- Mobile Devices
  - Android
  - IOS (iPhone, iPad, & iPod)
  - Blackberry
  - WebOS

### C. Ways to Request Support

Our website is a great place to start and includes help resources, including tutorials, status updates, and training resources: [bbsupport.unt.edu](http://bbsupport.unt.edu)

There are four different methods instructors may use to request support from the help desk:

- Email: [clearhelp@unt.edu](mailto:clearhelp@unt.edu)
- Phone: 940-369-7394
- Online Ticketing System: <http://web3.unt.edu/helpdesk/service/service.php?ecampus>
- Walk-ins: Chilton 112C
  - Help desk staff will respond to support requests submitted via email or voicemail within 1 business day. All requests will receive a prompt response to acknowledge receipt; however, certain requests will take longer to complete. This may be due to the existing request volume at the time of the request, or the nature of the request:
    - *New course creation*: These request are not handled by the help desk but will be passed onto the appropriate personnel. It is estimated these request may take over 3 business days.
    - *Course Restores*: Generally, these request involve multiple steps and departments and may take up to 2 weeks to complete.
    - *Advanced questions or issues*: The initial response will be within 1 business day, but follow-up may depend upon the complexity of the problem.

### D. Requests Pending User Response

There may be times when we need additional information from the user in order to troubleshoot or complete the request. If we do not receive this information we may need to close the ticket until we receive a response.

- Online Ticketing System:
  - On the third day after the email to the user, tickets will be marked as resolved and will include the following in the resolution field: No response from user

after email to user at (email address goes here). The ticket can be opened back up at user request.

- Email:
  - If there is no response after the help desk sends an email, the help desk is not obligated to continue to email the user. Therefore, it is important that users check their email after requesting support.
- Voicemail
  - If there is no response after the help desk leaves a voice message, the help desk is not obligated to continue to leave voice messages. Therefore, it is important that users check their voicemail after leaving a voice message with the help desk.

## **E. Service Escalations**

Depending on the nature of the issue or request, the help desk may need to escalate the ticket to another service team.

- Instructional Consulting (IC):
  - Requests for personalized one-on-one training or they are contacting us on a regular basis for how to's
  - New online instructors who would like advice on how to build their course
  - Quality standards for their course
  - Recommended add-ons or technology to use in their course
  - Production work in their course (i.e., programming, fixing a large amount broken links or images, audio/video production)
  - Content reorganization or clean up
  - Content and assessment best practices
  - Grade Center strategies and development
- Distributed Learning Support (DLS):
  - Blackboard outages or slowness (outages, maintenance, slowness): Upon successful replication of the issue the help desk will immediately create a high priority ticket for DLS. The help desk will not be able to provide estimates on when issues will be resolved.
  - Second tier course restores: If it's determined that the Instructional Technology Administrator will not be able to restore the content, the restore request will be escalated to DLS. The help desk will not be able to provide estimates on when the content will be restored.
  - Advanced troubleshooting: If the help desk is unable to resolve the issue after exhausting all available internal resources, a ticket will be created and escalated to DLS for further troubleshooting. DLS may need to contact Blackboard directly to resolve the issue. The help desk does not have access to contact Blackboard directly and must rely on DLS to do so.
- Instructional Technology Administrator:
  - Creating and copying courses if the faculty does not have the access to do so and has permission granted from the other instructor or department chair. Written permission from the original instructor is required and should be forwarded to the Instructional Technology Administrator.
  - Course Restores: All course content restores will be escalated to CLEAR's Instructional Technology Administrator (ITA). A ticket will be entered and the

ITA will determine whether the content can be restored by CLEAR or if the ticket will have to be escalated to Distributed Learning Support for the restore.

**F. Hours of Operation**

HOURS - FALL and Spring		HOURS - Summer	
Monday - Thursday	8:00 a.m. to 9:00 p.m.	Monday - Friday	8:00 a.m. to 5:00 p.m.
Friday	8:00 a.m. to 5:00 p.m.	Saturday & Sunday	CLOSED
Saturday	11:00 a.m. to 3:00 p.m.	After hours faculty may contact the UIT Helpdesk to report issues with Blackboard Learn. In emergency situations, UIT Helpdesk will contact the CLEAR On-call staff member.	
Sunday	CLOSED		
After hours faculty may contact the UIT Helpdesk to report issues with Blackboard Learn. In emergency situations, UIT Helpdesk will contact the CLEAR On-call staff member.			

**G. After Hours Support**

The UIT Help Desk is available to faculty outside of the hours of the CLEAR Faculty Help Desk. The UIT Help Desk is only able to provide general troubleshooting with Blackboard. If the issue is beyond their scope of support and requires immediate attention (e.g., FERPA violations, Exam issues, etc.) the UIT Help Desk may contact CLEAR's on-call support staff to provide additional assistance.

- The UIT Help Desk hours can be found here: <http://www.unt.edu/helpdesk/hours.htm>

**H. Feedback**

The CLEAR Faculty Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. The University community is also encouraged to provide feedback regarding the help desk services at any time by sending an email to [clearhelp@unt.edu](mailto:clearhelp@unt.edu).