

Resolution #20 Blackboard Support
(IT Advisory Council, September 11, 2008)

Be it resolved, in an effort to improve customer service to the Students and Faculty that use Blackboard, the University's standard online education delivery tool, the Learning Enhancement Center (LEC) proposed the purchase of services for support that are available 24 hours per day, 7 days per week. The IT Advisory Council recognizes the need for this level of support and therefore recommends that the university enter into a contract with Persidium, Blackboard's sole service provider, pending approval of funding for the services.

ITAC Recommends: APPROVAL

IT BOD: APPROVED unanimously on 9/22/2008 at President's Cabinet meeting

Resolution #21 Funding for Blackboard Support
(IT Advisory Council, September 11, 2008)

Be it resolved, the funding necessary to provide support for Blackboard, the University's standard online education delivery tool, which is available 24 hours per day, 7 days per week is not readily available for an individual source. The IT Advisory Council recommends requesting that the colleges/units in Academic Affairs participate in the funding of the service as noted in Resolution #20.

First Year Cost for Services: \$63,000.00

ITAC Recommends: APPROVAL

IT BOD: The recommendation was amended by the IT Board of Directors to allocate cost to each College based on the number of students enrolled in courses available online – **APPROVED unanimously on 9/22/2008 at President's Cabinet meeting**