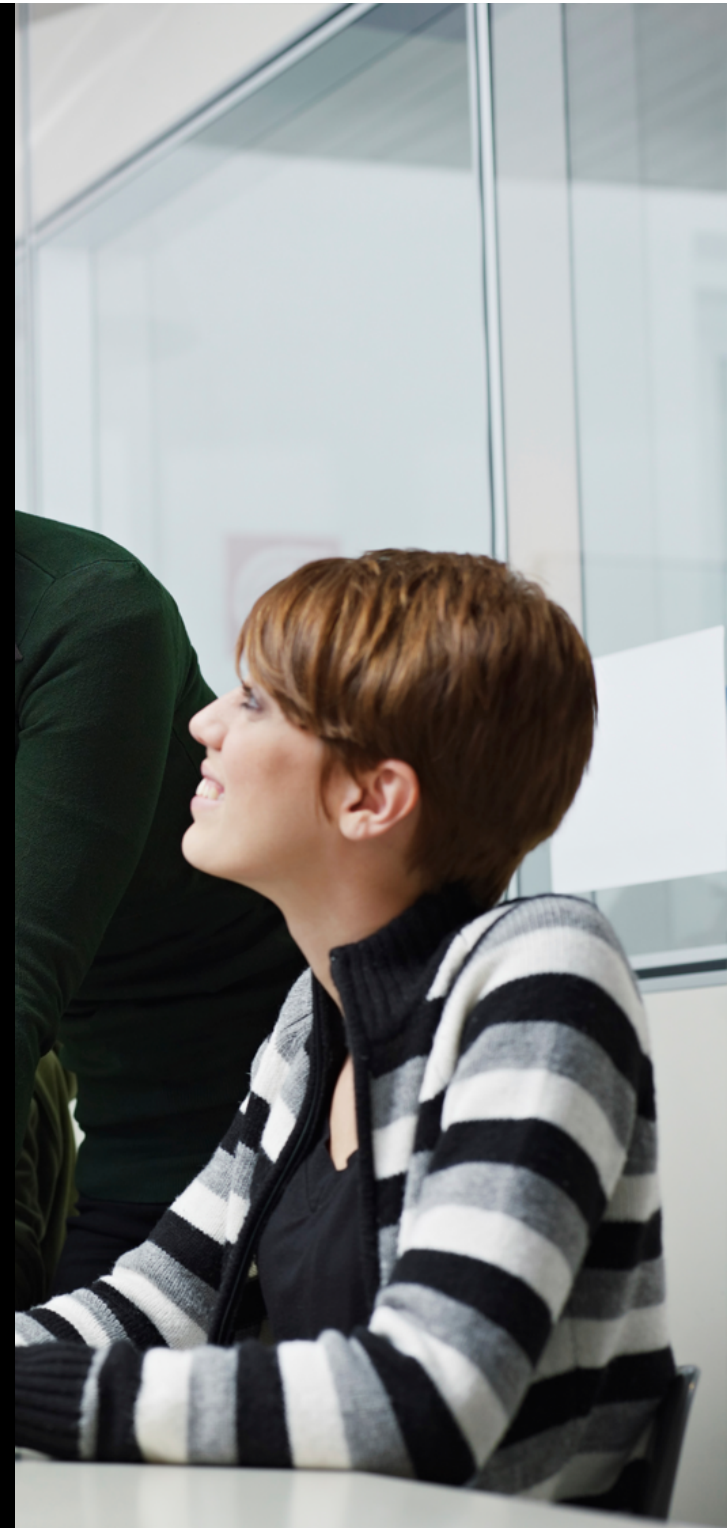


Blackboard®

Blackboard Student Services

University of Hawaii Community Colleges

One-stop after hours support

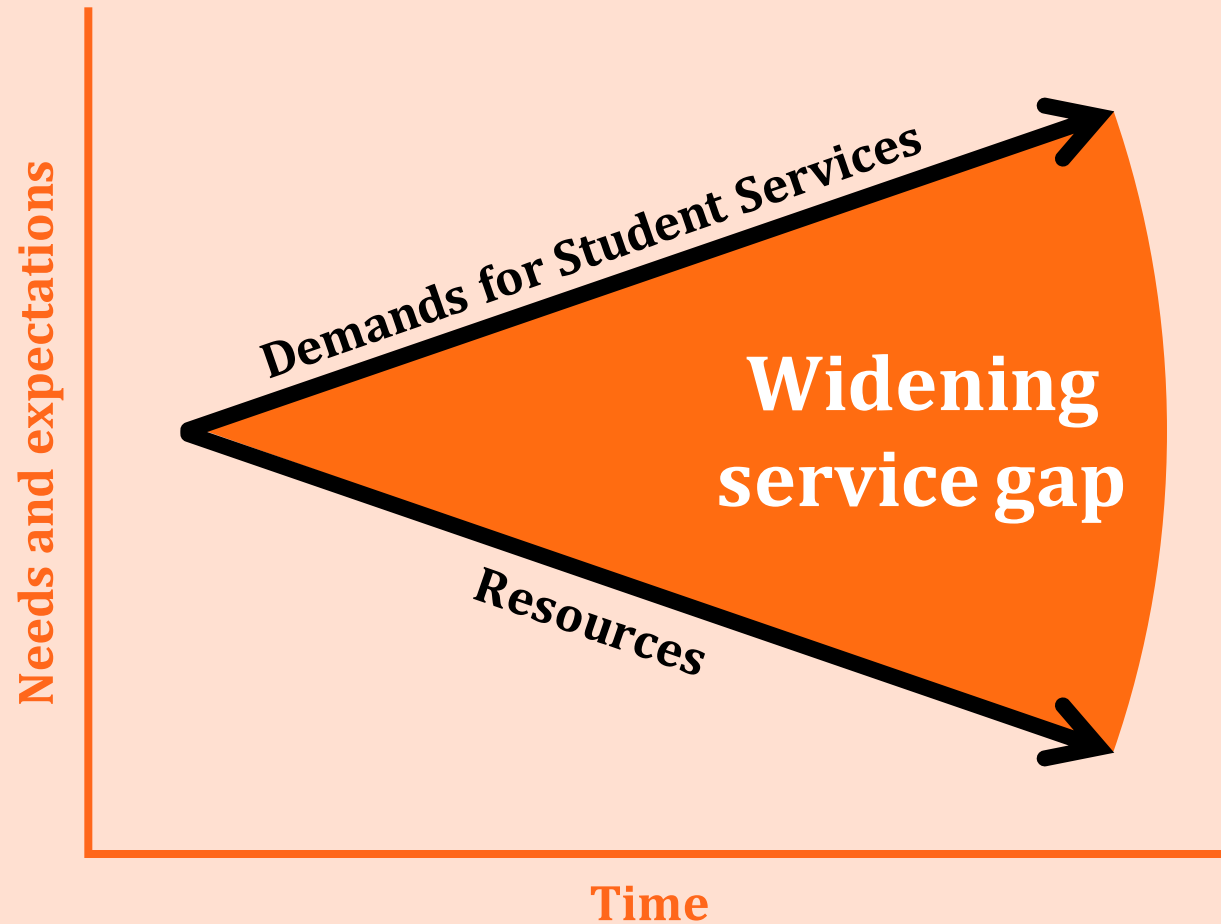


The business of being a student should be easier



A Service Gap Exists

Increased expectations and demand doesn't always mean increased resources, so the institutional workload pays the price

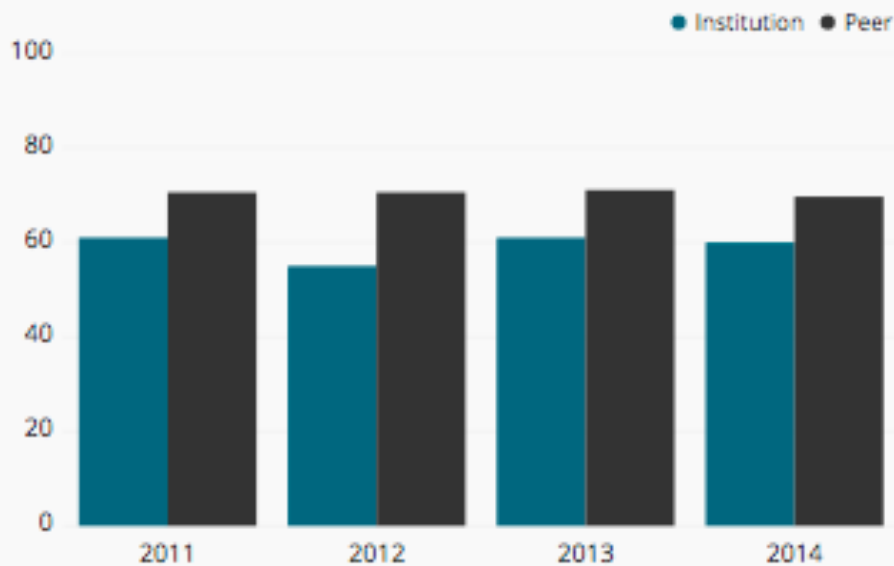


Kapiolani Sample Assessment

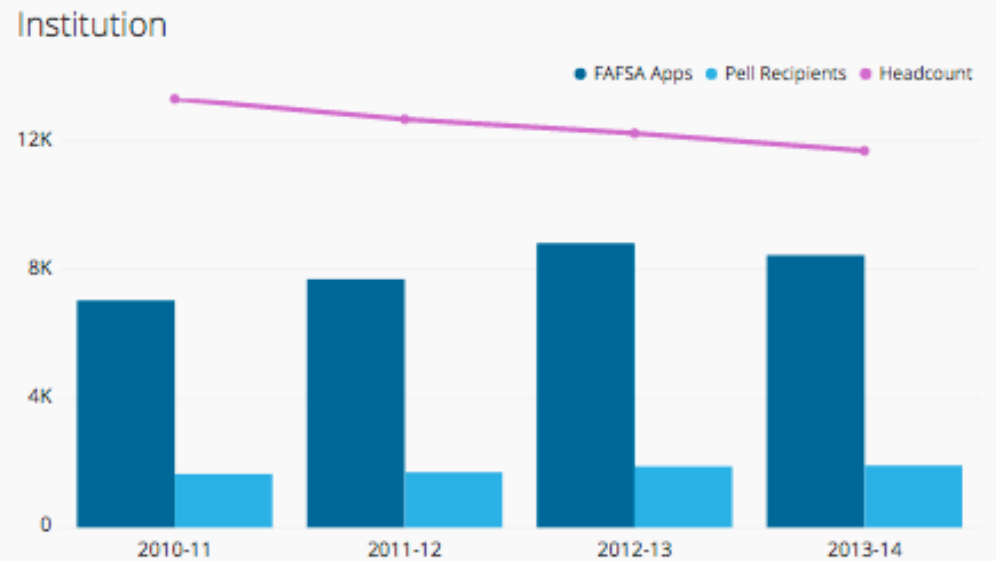
Success Outcomes & FA Workload Growth

- All years retention rates below peer institutions
- Financial Aid departmental workload is growing despite enrollment declines
- Growth in FA applications & Pell recipients requires new servicing model

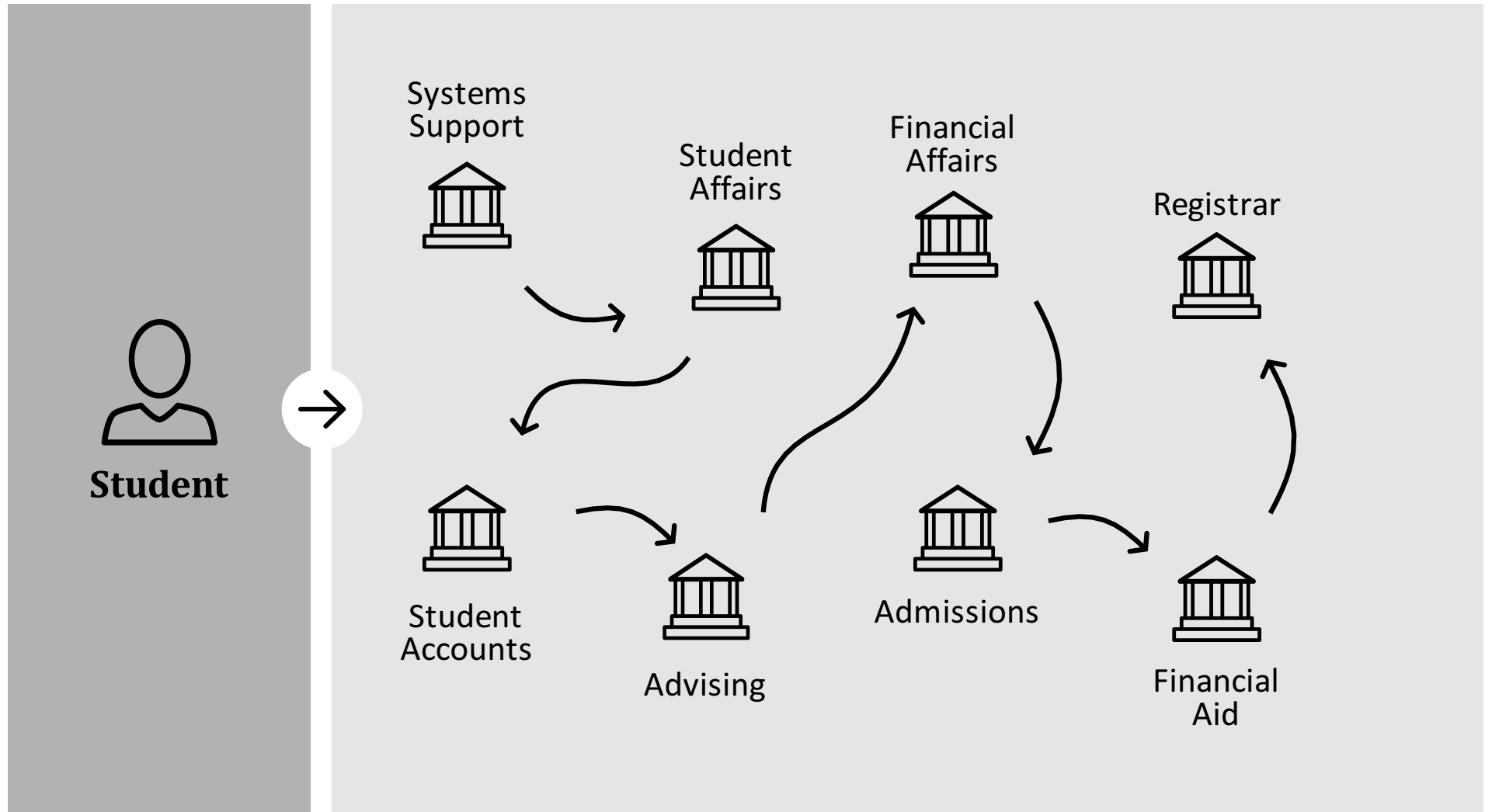
All Years Retention Rate



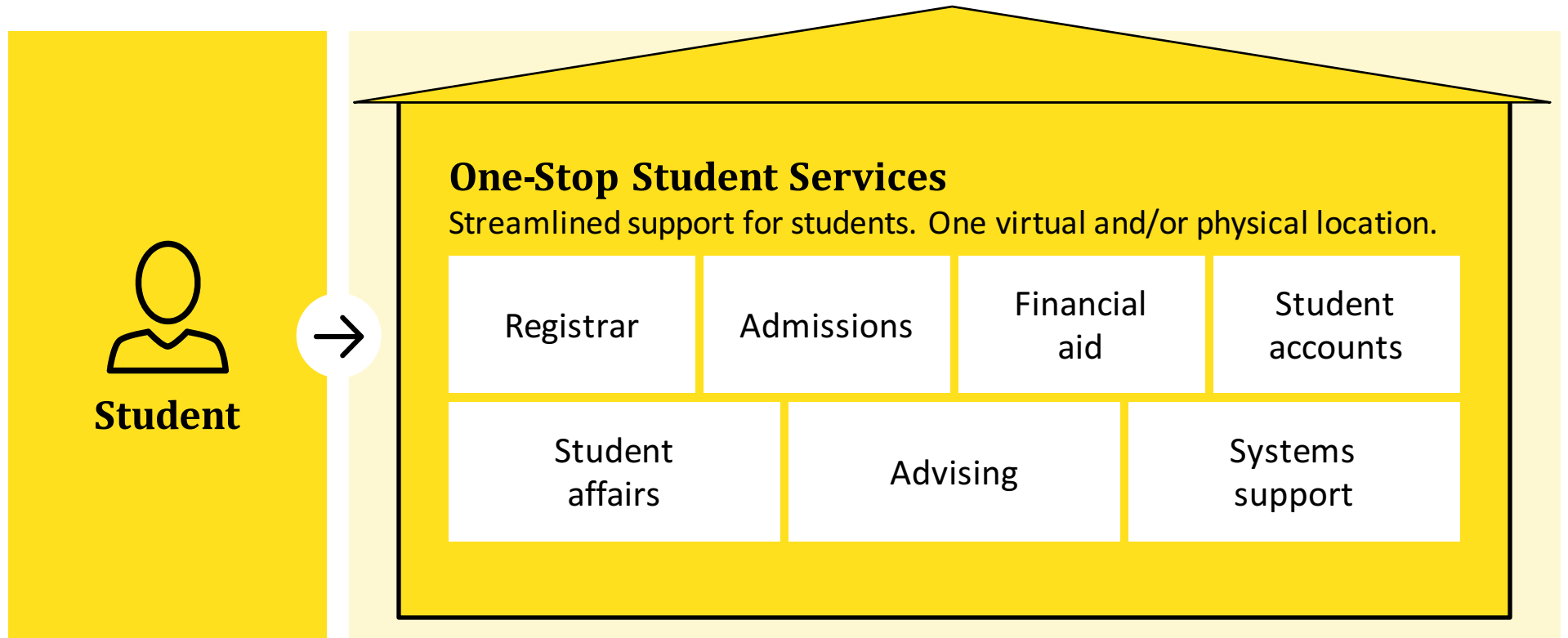
FAFSA Workload Growth



Old student service model

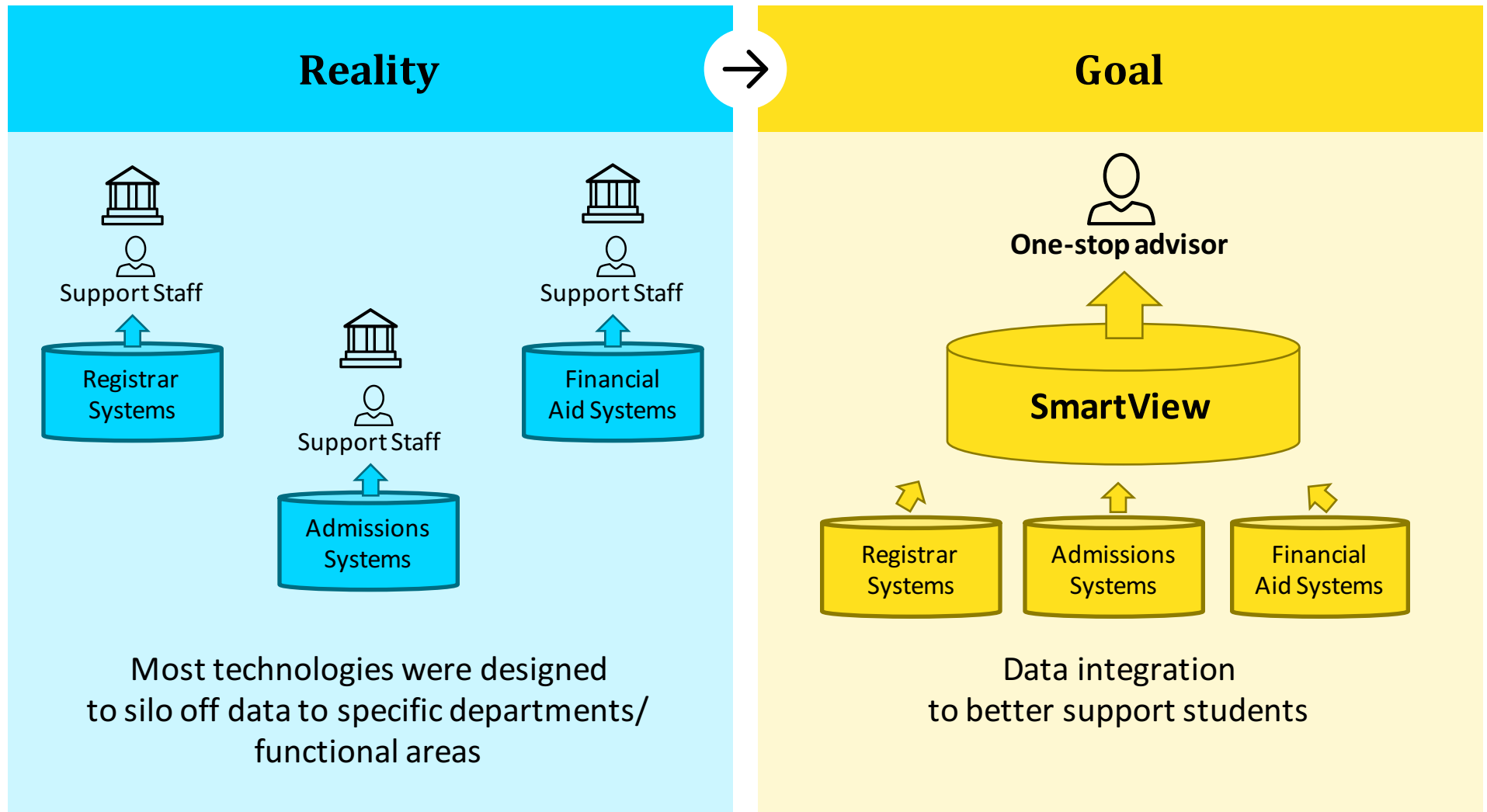


One-stop student service model

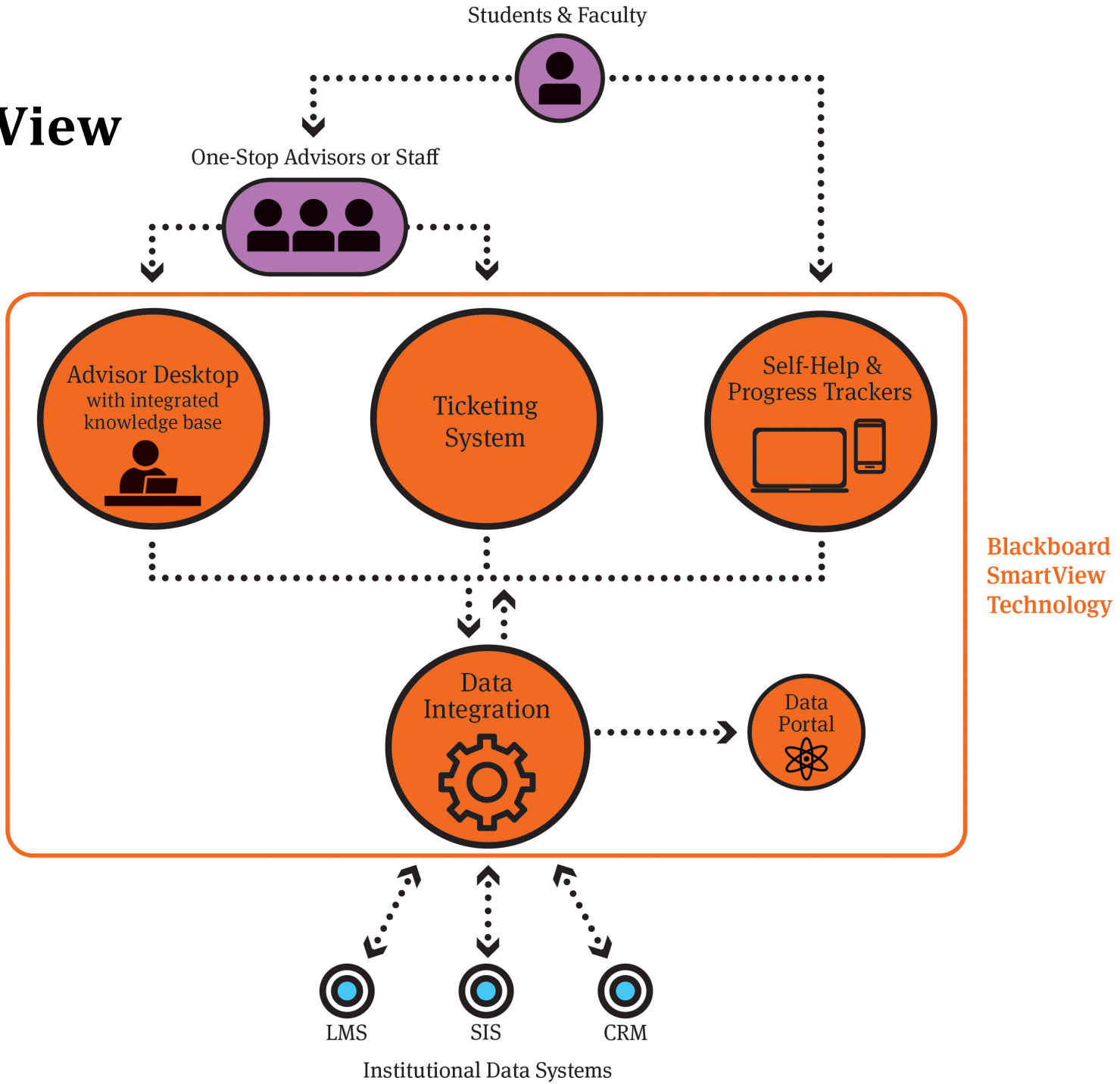


How does your current technology ecosystem support your institution's one-stop goal?

Goals vs. Reality



SmartView



Blackboard SmartView



Features

- Provides a **360° view** of the student by integrating data from multiple systems
- Real time integration **protects data** security and privacy
- **Integrated knowledge base and ticketing** system to keep track of escalations

Benefits

- Improves **consistency and accuracy** of answers
- **Shortens staff training** time and investment
- **Reduces referrals** to busy departments
- Promotes **one call/interaction resolution**

Flexible options

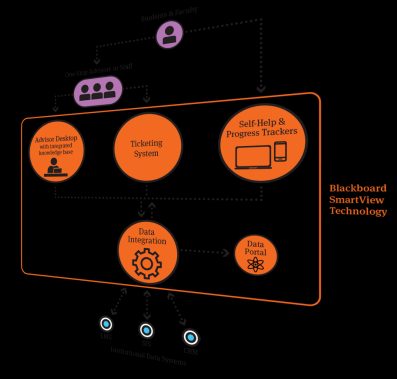
Blackboard Student Services

- Blackboard expert advisors supporting from four US based contact centers
- Telephony + IVR systems
- Advanced workforce management and quality practices to handle peak times
- Blackboard SmartView software used by both your staff and Blackboard advisors
- Robust reporting on contact center metrics
- Cloud managed hosting

**Clients use their own advisors and telephony system*

¹optional add-on to SmartView software

Blackboard SmartView software*



- SmartView technology platform
 - Advisor user interface
 - Integrated knowledge base
 - Ticketing system
 - Self Help Trackers¹
 - Self-Help Portal¹
- Reporting
- Cloud managed hosting

Blackboard Student Services experience



1,000+
advisors



500+
clients



7 million
interactions per year



90+%
satisfaction rate

Select
Partners

EMBRY-RIDDLE
Aeronautical University

IVY TECH
COMMUNITY COLLEGE



MARICOPA
COMMUNITY
COLLEGES®

NOVA | Northern Virginia
Community College

Blackboard SmartView at Ivy Tech Community College



“Blackboard SmartView **drives consistency** of answers and **reduces training time**. This means improved student service and less issues escalated to busy department staff. Blackboard SmartView **empowers our people** to truly provide a ‘one stop’ support experience for students”



Anne Valentine
Vice President
for Student Experience
& Customer Service,
Ivy Tech Community College

*At Ivy Tech Blackboard SmartView is used by Administrative support staff and campus express enrollment center staff (Ivy has **16 Express Enrollment centers** across the system).*

Ivy Tech also partners with Blackboard for centralized virtual support 18 hours a day/7 days a week. The Blackboard advisors use the same Blackboard SmartView system to support Ivy Tech students as on campus staff.



Used by more than **1,000** advisors

Handles **6 million** interactions per year

90+% overall satisfaction rate for students

Real Results: KCTCS



Solution

- ✓ 24/7 Support for 100K students, across 16 colleges throughout KY: FA, Student Financials, Admissions, Recruiting, Registration/ Records
- ✓ 24/7 Teaching & Learning support: Comprehensive LMS and IT help desk support for all students and faculty



430K proactive outreach communications to students



Collected \$2.4M in student receivables in 7 days via proactive outreach



117% increase in Financial Aid utilization



1.6M more tuition collected despite enrollment declines



“It has allowed us to look at improved measurements... so that we can better plan to decide the next steps and directions that we would want to take KCTCS in the future.”

Dr. Gloria McCall, Vice President, KCTCS

Real Results: VCCCS



Solution

- Comprehensive Financial Aid & Student Account Service center serving 23 colleges and 280K students across the state of Virginia

Northern VA Community College



150K+ proactive outreach communications to students



73% Financial Aid utilization rate from outbound call campaigns

Tidewater Community College



4K+ new students from Fall '13 to Spring '14 re-enrollment campaign (10% increase to overall student body)

912 new students from summer registration campaign



“We don’t have lines on campuses anymore. We don’t have unanswered calls.”

Joan Sanders, NOVA

Budget Pricing

Description	Kapiolani	All UHCC	UH System
After-hours Student Services Support for phone calls, live chats and web tickets.	\$15,000	\$45,000	95,000
SmartView Self help support portal and ticketing for call tracking, reporting and workflow. Includes 1 Service Desktop seat per institution	\$22,000	\$29,000	35,000
One-time set-up (ticketing queues, knowledge base creation, portal configuration, telephony set-up, testing and training	\$15,000	\$20,000	25,000
Year 1 Total	\$52,000	\$94,000	\$155,000
Year 2 Total	\$37,000	\$74,000	\$130,000

Note: Assumes integration with one Banner instance, one knowledgebase, one self help portal