

**STATE BOARD OF COMMUNITY COLLEGES**  
**Contract for Learning Management System Online Helpdesk Services**

**Request:** The State Board is asked to approve \$562,972.80 for a one-year contract with Blackboard Student Support Services® for learning management system (LMS) online helpdesk services and support to students and faculty in the NC Community Colleges.

**Rationale:** Online help desk services have been provided for the NCCCS colleges by the System Office since 2006. Blackboard Student Services provides 24/7/365 technical end user support for the Blackboard Learn and Moodle® systems to the North Carolina Community Colleges. Blackboard Student Services Contact Center Solutions for the North Carolina Community College System include Support Portal and Knowledge Base, including real time e-Chat, and toll-free phone support. Colleges use the online helpdesk for technical questions and problem resolution related to LMS and learning technologies, login assistance, student enrollment, and related technical issues.

Blackboard offers a fully hosted, web-based knowledge base designed to encourage self-service and empower users to maximize the value of their teaching and learning environment. One fully customized support service desk has been implemented for each of the community colleges utilizing the Blackboard Student Support Services for LMS.

**Method of Procurement:** In accordance with the procurement practice of the State of North Carolina approval is being sought by outside purchasing authorities. Approval of the contract by the State Board is contingent upon approval by the State IT Procurement Office.

**Contract Amount and Time Period:** The contract is in the amount of \$562,972.80 for the period of July 1, 2015, through June 30, 2016.

**Fund Source and Availability:** Funding is contingent upon FY 2015-16 State General Fund appropriations for online helpdesk services.

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