Resolution 110317-1
Concerning the Performance of the Single-Instance of Blackboard

WHEREAS, the effective functioning of the university's learning management system is essential to both on-campus and online courses; and

WHEREAS, the faculty have reported a number of significant and time-consuming problems with Blackboard and the Blackboard servers, including not being able to make changes to courses; and

WHEREAS, students have reported a number of problems with blackboard to faculty including an inability to complete assignments because the system is unresponsive; and

WHEREAS, these issues are a significant barrier to student success and retention; and

WHEREAS, the learning management system issues are a significant barrier to faculty providing exemplary teaching; now

THEREFORE BE IT RESOLVED, the University of Alaska Anchorage Faculty Senate supports the following recommendations and requests that
- OIT provide greater, more timely transparency and communication; including the timely reporting of outages and performance degradations directly to faculty and students; and
- OIT implement the governance structure as described by UA Learn implementation plan/team; and
- the Chief Information Technology Officer meet with ACDLITe and faculty to directly discuss these issues and hear faculty concerns; and
- the Chief Information Technology Officer meet with the UAA Faculty Senate to discuss the status of actions taken to address the concerns.

Adopted by the UAA Faculty Senate on November 03, 2017

Sharon Chamard, President
UAA Faculty Senate President

UA Blackboard Learn User Group

The mission of the the BB Learn User Group is to foster effective commutication among UA Blackboard Support teams and formal UA Governance Groups. In so doing, the User Group seeks to:

- Exchange information and ideas
- Share best practices
- Provide input and/or consultation on changes to the service UA Learn
- Make requests about the service UA Learn to campus representative groups
- Create a network of support resources
- Stay up to date with changes and emerging trends

The UA Blackboard Learn User Group works in partnership with local university support, governance structures, and the overarching UA IT Governance groups that make decisions on issues crossing institutional boundaries.