

Blackboard®

Reminder: Changes to Case Surveys in Behind the Blackboard

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Product: All Products

Type:Support Bulletin

Bulletin/Advisory Information: Updated Bulletin (Published July 16, 2020):

This is reminder of changes we made to our Client Support Case Surveys on June 3, 2020. Please review the original bulletin below in case you missed it!

Original Bulletin (Published June 3, 2020):

Blackboard is pleased to announce some upcoming changes to our Case Survey in Behind the Blackboard. Please expect to see these changes very soon.

When Blackboard Client Support closes a case, you'll still receive an email requesting your feedback; this has not changed. However, Blackboard has changed a couple of the questions, and has organized the survey in a way that allows both you and Blackboard to focus on three key things:

- Your overall satisfaction with Blackboard Client Support
- Your satisfaction with the support provided to you for the specific case
- Your satisfaction with a specific product or feature (as it relates to the case)

The email you receive when a case is closed in Behind the Blackboard will look a bit different. From the email, you can make a selection regarding how satisfied you are with Blackboard Client Support:

Hi Amy Alton,

We care about your experience with Blackboard Client Support. Please take a moment and complete this short survey regarding your recent case.

Case ID: 04559740

Case Subject: Test - NPS Survey

Product Line: Learn SAAS

Solution: Close

**Based on your current experience, how satisfied are you with
Blackboard Client Support?**

Extremely Dissatisfied

Extremely Satisfied

1

2

3

4

5

6

7

8

9

10

Additional Follow-up

If you have questions about the status of this request please either visit: [View Case Details](#) OR call our [Client Support Phone Numbers](#)

Thank you for choosing Blackboard!

Once you make a selection, you will be routed to the full survey in Behind the Blackboard. From here, please note that the selection you made from the email is saved, and you are able to continue taking the survey in its entirety, or only provide answer to Question #2, if you choose.

Satisfaction Survey

Your satisfaction is critical to us. Please take a moment to answer the following questions. Only the first question under "Support Experience" is required to submit feedback. If you do not wish to respond, please Select the "No Thanks" button to return to the case search page.

No Thanks

Blackboard Client Support Overall

1. How likely is it that you would recommend Blackboard Client Support to a friend or colleague?

Extremely Unlikely										Extremely Likely	
0	1	2	3	4	5	6	7	8	9	10	

Support Experience Specific to this Case

2. How satisfied were you with the overall support experience on this case? (required)

Extremely Dissatisfied			Extremely Satisfied	
1	2	3	4	5

If you have any questions, please log a case on Behind the Blackboard.