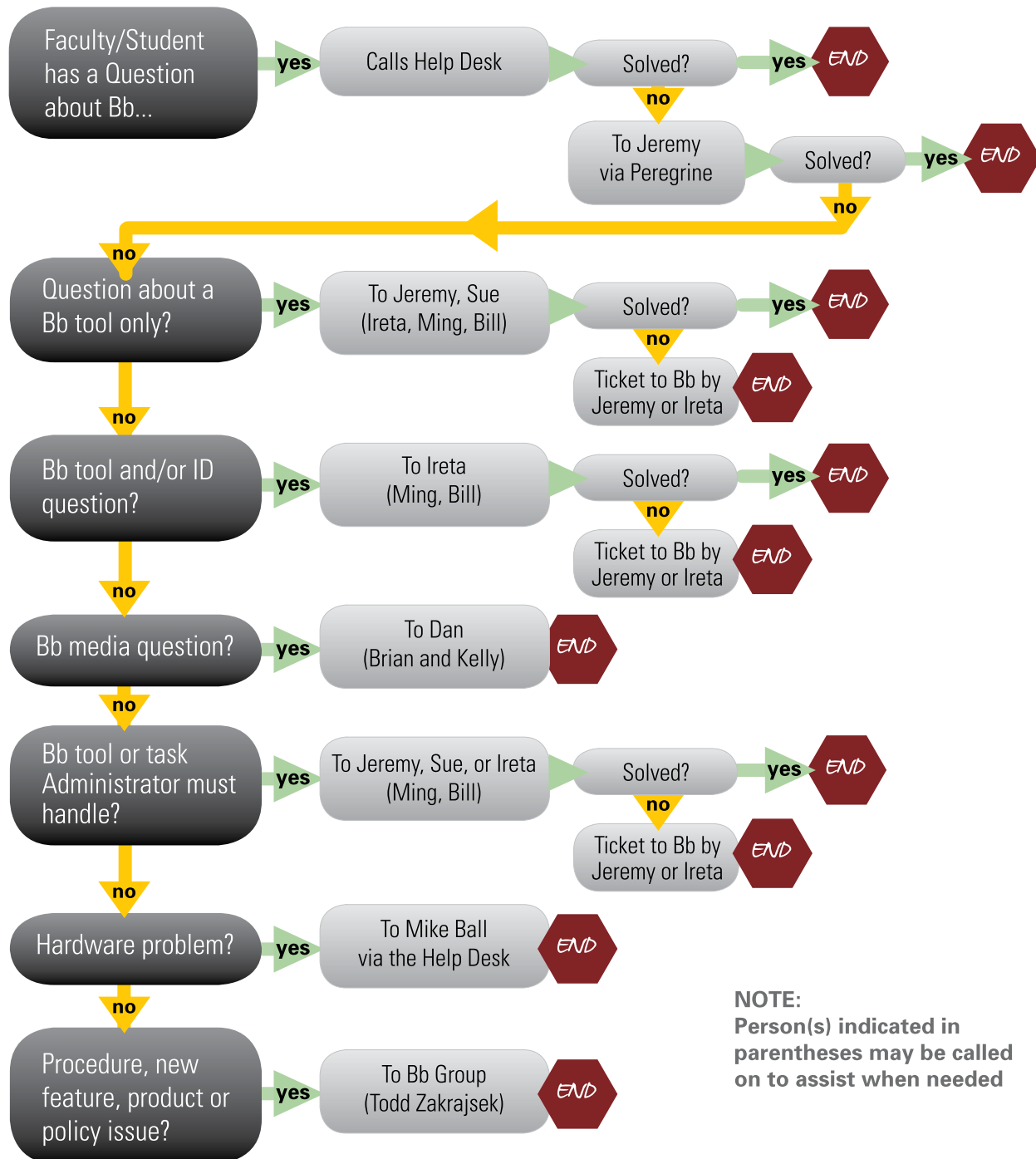


# Faculty Blackboard Questions & Resolution



**NOTE:**  
 Person(s) indicated in parentheses may be called on to assist when needed

Typically a faculty member contacts the IT Helpdesk first. (Open Mon-Thur 7 am to 9 pm and Friday 7 am to 8 pm) Most questions can be answered at this level. If the Helpdesk cannot resolve the issue, a "ticket" is issued via Peregrine to the BlackBoard group. An email alert is sent and the

group members can see the issue through a link in the email or by opening the Peregrine software. Jeremy is the initial person on these escalated items. On occasion a faculty member will contact an Administrator directly for help