Blackboard

Support Students at Scale & Drive Retention with One Stop Student Support

Manage student support at scale, remove barriers to their success, and improve retention through live, automated and self-service support technologies.

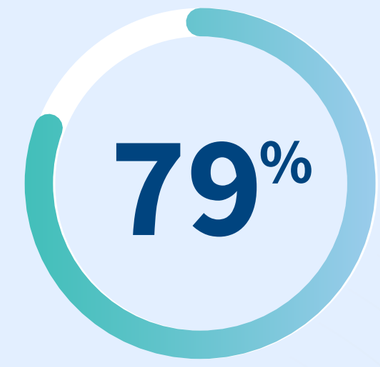
Supporting students is about more than customer service

Long wait times or complex system processes can be enough to keep students from finding the support they need to persist. It's not just keeping students satisfied, it's giving them access to resources and removing barriers to success. When students have access to the right support resources, their ability to persist can increase—and you can better achieve your mission.

Drive retention with personalized support

One Stop Student Support helps institutions provide personalized student support at scale through integrated experiences to create a positive impact on student persistence and success.

Blackboard partners with higher education institutions to achieve goals and serve students through scaling support teams and providing students with ease of access to resources for financial aid, student accounts, admissions, records, registration and more through live, automated and self-service support technologies.

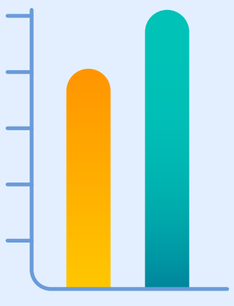


Of at risk students say they believe their school can or might be able to provide support to get them back on track and stay enrolled. *

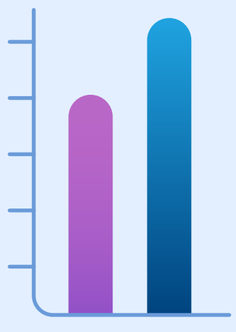
Chat | Web & Email | Self-Service & IVR | Facebook Messenger | Phone
SMS Text | Outbound Outreach

Measuring the impact of student support services on course registration at Walden University

To meet growing student demand, Walden University partnered with Blackboard to expand coverage for financial aid support to help remove barriers to registration. Walden and Blackboard aimed to measure the impact of the Blackboard service on term-to-term retention against a control group of financial aid inquiries handled by Walden staff.



For students who interacted with Blackboard, the term- to-term retention rate was 26% higher than the comparison group.



Walden students with one or more financial holds on their account were 31% more likely to register for the next term if engaged by Blackboard than the control group.

Not only did this have a positive impact on course registration but also provided Walden with valuable quantitative and qualitative data to help drive future student success efforts.

*Student Perceptions and Expectations of Support Services in Higher Education, Blackboard (2021)

Virtual Student Support Solutions

Our solutions help you scale your support services to provide personalized, 24x7 support for end users anytime, anywhere.

- Multi-modal solutions with live, automated and self-service options (including phone, SMS text, chat, web, email, Facebook Messenger) maximize resolution rates
- FERPA-compliant secure tools designed to maintain and protect confidentiality
- SmartView technology integrates with SIS and provides a centralized 360-degree view of student information and progress tracking
- Reporting and insight for continuous improvement and cost management
- Customized knowledge base maintained for quality and accuracy
- Comprehensive program management with real-time optimization
- Advisor training, with continued quality assurance and workforce management
- Data-driven outreach to reduce inbound volumes and proactively support students without siphoning campus resources
- Flexible solutions options to meet your institution's unique needs

Manage student support at scale to drive positive outcomes supporting retention and revenue.

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