



August 27, 2010

To: All Students and Faculty of Athens State University

CC: Steve Clark – Coordinator of Learning Systems
Michael Gibson - Coordinator of Faculty Services and Assistant Professor of MIS

Blackboard Managed Hosting recently performed a scheduled maintenance upgrade for Athens State University. Following best practices advised by Managed Hosting Support, the upgrade was scheduled to apply the latest maintenance for the version of Blackboard in use at Athens State.

Upon completing the scheduled maintenance, issues were encountered with the Blackboard application causing many students and faculty to encounter repeated login authentication prompts when accessing course documents. Blackboard understands that critical information stored in these documents were unavailable to the Athens State community for several days. We know that any disruption in accessing critical course materials can be detrimental within an academic school year especially in the first week of scheduled classes.

I would like to acknowledge the significant contributions by the Athens State University Administration team who worked closely with Blackboard Managed Hosting Support for several days until a solution was found, clearing a persistent cookie stored in the web browser. The Athens State team demonstrated a high level of patience and professionalism throughout the process, partnering with Blackboard to resolve these problems.

We apologize that this issue impacted the start of your academic school year and are taking steps to prevent these types of issues from occurring in the future. We look forward to continuing our relationship and thank you for your support.

Sincerely,

Jason Minkoff
Senior Director, Blackboard Managed Hosting Support

Jay Robertson
Senior Vice President, Blackboard Managed Hosting