

6-22-2017

## Tiger Daily: June 22, 2017

Fort Hays State University

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**From:** Tiger Daily  
**Sent:** Thursday, June 22, 2017 10:42 AM  
**To:** Tiger Daily  
**Subject:** Tiger Daily [June 22, 2017]



## ANNOUNCEMENTS

- [Blackboard Support Announcement](#)
- [FHSU Pork - Half and Whole Hogs to Victoria](#)
- [Reveille Yearbooks Available Online](#)
- [Fresh Produce in the Tiger Food Exchange](#)
- [Cunningham Pool Summer Hours and Lessons](#)
- [FHSU Sausage Sales](#)
- [TGOF Has Prizes](#)

## ANNOUNCEMENTS

### Blackboard Support Announcement

For the last two years, a small portion of our Blackboard support service has been outsourced to a third party Blackboard 24/7 provider. The original goal was to provide faculty, students, and staff with 24-hour support. This didn't work as planned. We received an unacceptably high number of complaints about the quality of the support and the ability of the outsourced team to resolve issues in a timely and efficient manner. One thing that became very clear through this process is the importance of understanding how the FHSU community works with Blackboard. Much of the negative feedback we received about the 24/7 support was the inability of their customer service agents to understand specific use cases that are common practice here at FHSU.

We have spent the last few months analyzing traffic patterns and categorizing calls received by Blackboard 24/7, our own in-house Blackboard support team, and TigerTech. We looked at the nature of the calls and when the calls were received. We also examined our current support infrastructure to identify strengths and weaknesses. Based on this analysis we have made some significant changes; the most important of which was to bring our entire support operation in-house.

Here is a list of features for our new and improved Blackboard support process:

- Edward Tao, Senior Blackboard Support Coordinator, reporting to Teaching Innovation and Learning Technologies, will continue to lead our Blackboard Support Team.
- TigerTech (<http://www.fhsu.edu/tigertech/>) 785-628-3478 or 1-800-628-3478, remains our first point of contact for any Blackboard inquiries from faculty, staff, and/or students.
- Blackboard Support Team, located within Tigertech, will observe the same business hours for walk-ins Mon-Fri, phone, and LiveChat seven days a week. Hours are updated by semester/demand and always displayed within our contact information.
- Faculty-dedicated email support available at [bbsupport@fhsu.edu](mailto:bbsupport@fhsu.edu).
- Faculty, Staff, and Students will have 24/7 access to our growing, comprehensive knowledge base portal: <http://www.fhsu.edu/tigertech/BlackboardSupport/>.
- Click the LiveChat button in footer of any FHSU.edu webpage to connect with TigerTech and Blackboard Support.
- Outside of TigerTech business hours, our LiveChat portal will direct users to relevant support links.

We look forward to working with you and continuing to provide great customer service to all of our Blackboard users.

*-Andrew Feldstein, Interim Assistant Provost*

## FHSU Pork – Half and Whole Hogs to Victoria

FHSU Swine Division has whole or half hogs available for purchase going in **July 11<sup>th</sup> and August 15<sup>th</sup>**.

Half for \$115 or \$200 for a whole pig. We deliver to Smoky Hill Meat processing in Victoria for you. All you have to do is pay for processing costs and pick up your frozen, whole or half, hog. Processing costs vary but usually range between \$100-120 for half and \$200-240 for whole. The hog will be processed custom to your liking. Examples would be sausage or pork burgers, bacon or fresh side, ham or pork cutlets, how thick, or how many are in a package.

Please email [cjsatran@fhsu.edu](mailto:cjsatran@fhsu.edu) as Curtis is out of the office frequently. Please leave a name, best phone number, whole or half, and an address.

*-Curtis Satran, University Farm (Swine)*

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## Reveille Yearbooks Available Online

The digital FHSU Reveille yearbook collection has undergone a face lift. Elizabeth Chance, digital curation librarian, has made these easier to locate and browse.

See for yourself at <http://contentcat.fhsu.edu/cdm/search/collection/p15732coll6>. Choose a year, and try the “Page Flip View” option in the upper right hand corner. These are big files, a bit slow to load, but fun to peruse. You can browse additional FHSU digital collections at <http://contentcat.fhsu.edu/cdm/>.

*-Deborah Ludwig, Dean of Forsyth Library*

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## Fresh Produce in the Tiger Food Exchange

Food and Garden Club will be harvesting available produce from the Victor E Garden (located next to the Robbins Center) on Tuesday mornings during the summer and delivering the fresh veggies to the Tiger Food Exchange (located on the main floor of the Forsyth Library).

What is available will change as the season progresses. Be sure to check the main table inside the Exchange, as well as the fridge.

We would also like to remind everyone that the Tiger Food Exchange is available for the entire FHSU community: students, faculty, staff and alumni.

Contact Shane at [pbzweifel@mail.fhsu.edu](mailto:pbzweifel@mail.fhsu.edu) with any questions.

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## Cunningham Pool Summer Hours and Lessons

Other than when campus is closed on Tuesday, July 4, open swim times at the Cunningham Hall Pool from now until July 31 are:

Monday – Thursday: 12:30 PM – 1:30 PM and 3:30 PM – 6:50 PM.

Friday: 11:30 AM – 12:30 PM

Closed on weekends.

The pool will also be closed from July 31 to August 20 to prepare it for the fall semester.

Swimming Tigers still has some lesson times available for sessions 3 and 4, including class and private lesson times. Please log in to [IMLeagues.com](http://IMLeagues.com) to register.

Private pool parties may also continue to be booked throughout the summer.

*-Brittney Jacobs, Aquatics Director, 628-4749*

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## FHSU Sausage Sales

FHSU – Swine Department is selling frozen pork by the package on campus. Buy a few pounds or a freezer full. Please support your local University Farm by eating a fresh, higher quality product at a grocery store price.

See below for our variety of meats and price. Please email [cjsatran@fhsu.edu](mailto:cjsatran@fhsu.edu) to set up your orders or stop by the meats lab at the **FHSU warehouse** on Wednesday, from 4:00pm – 5:15pm, or Friday, from 11:00a.m. – 12:00p.m. Check or **exact** cash only please. Please look for future ads on Tiger Daily.

Ground Sausage \$3 per lb–Maple 1 lb. tubes, All American- 1.5 lb packages, Southern – 1.5 lb packs

Sausage Links \$3 per lb – 1 lb packages all 3 flavors

Sausage Patties \$3 per lb - 1 lb packages all 3 flavors

– Maple, All American (medium spice), Southern (most Spice not a heated spice)

-Curtis Satran, University Farm (Swine)

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## TGOF Has Prizes

On Friday, be watching on campus for the TGOF feather flags. The TGOF Committee now has two feather flags that we set out one or more times per month, on campus or in the community. Anytime someone takes a selfie with the flags and tags the photo #TGOF, they are entered into a drawing at the end of the month for a prize from one of our TGOF Businesses.

*Questions? Call TGOF co-chairs, Mary Ridgway @785-628-4521 or Kelsey Stremel at 785-628-4741.*

To submit an article for Tiger Daily, please create a **new** message and email it to [tigerdaily@fhsu.edu](mailto:tigerdaily@fhsu.edu) before **10:00 a.m.** Items received after 10:00 a.m. will run the next business day. Submissions will be accepted only from FHSU faculty, staff, and student organizations. **Submissions must include** a headline, body text, and contact information only. **Attachments, graphics and images will not be published (including signature line graphics)**, but links to web pages may be included. Submitter is responsible for quality of content, which will be copied/pasted directly. **Replies to this message will not be responded to. Please send any inquiries regarding a Tiger Daily article directly to the submitter.** Only one Tiger Daily message will be sent per day.