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Faculty and Students of Ferris State University,

I would like to apologize for the challenges some of you have experienced accessing the FerrisCONNECT system. As you may know this system is powered by the Blackboard eLearning platform. Because of the complexity that comes with these types of software implementations, technical issues periodically occur. The engineers at Blackboard are working closely with the technical staff at Ferris State to troubleshoot the problem and determine how it can be resolved as quickly as possible.

Blackboard is focused on supplying reliable products and services to thousands of institutions and millions of students around the world. We are committed to ensuring that you at Ferris State University experience the same reliable service.

Once we have resolved the problems, we will work to understand the underlying cause(s) and take specific steps to avoid similar instances in the future.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink that reads 'Craig Chanoff'.

Craig Chanoff
Senior Vice President, Client Success
Blackboard