



PROVOST AND SENIOR
VICE PRESIDENT FOR
ACADEMIC AFFAIRS AND
STUDENT SUCCESS

Shuster Hall, Room 379
250 Bedford Park Blvd West
Bronx, NY 10468

Phone: 718-960-8222
Fax: 718-960-8042
www.lehman.edu

TO: Lehman College Students

FROM: Peter O. Nwosu, Provost and Senior Vice President for Academic Affairs and Student Success

SUBJECT: Blackboard Outage on May 19, 2020

DATE: May 20, 2020

Dear Students,

CUNY's Executive Vice Chancellor and University Provost, José Luis Cruz informed the college that on Tuesday May 19, 2020, CUNY experienced a Blackboard outage beginning at 8:18 am and ended at 10:49 am. Blackboard attributed the outage to a database crash at their data center and is working with CIS to determine the specific root cause.

The outage occurred during our final exams week and was clearly disruptive, especially to you, our students. As such, I have asked the faculty to accommodate those of you who were impacted by the outage while taking exams or submitting work. To this end, your professor was asked to consider the following:

1. Allow affected students to retake exams at another time or to have extended time to submit their final assignments when they report having faced trouble accessing Blackboard due to this outage.
2. Extend final assignment deadlines if the outage could have resulted in lost student work.
3. Accommodate students for whom rescheduled exam times could be a challenge due to work, personal, or family responsibilities, and/or access to Internet or technology, and/or assistive technology or support needs. Regarding students with disabilities, when rescheduling exams, be mindful of the potential need for extended exam time as a reasonable accommodation authorized by the college office of disability services.

Your professor will be in contact with you to discuss rescheduling exams or setting new deadlines for assignments. Your professor will alert you of the accommodations that are being extended to you via email, and the information may be posted on your Blackboard course sites as soon as possible so that you will have the opportunity to complete their spring course work. I encourage you to contact your professor and if you do not hear from him/her within 24 hours, please contact the department chair. If the need arises and you require assistance with Blackboard, do not hesitate to contact the college's Blackboard administrator, [Stephen Castellano](#).

Thank you so much and continue to be safe and well.