



# Open School BC

Creating learning solutions that engage, inform, and inspire

## Who we are

Open School BC (OSBC) is a cost recovery unit within the Ministry of Education and Child Care. OSBC's team brings a wide range of expertise in educational resource development and delivery. Our collective skills include instructional design, project management, web and media design and development, coding, and educational technology. We also work with a select group of vetted contractors when required.

## What we do

We create and host courses and instructional resources for organizations including ministries, agencies, boards, school districts, and Crown corporations. We have experience working with 13 BC ministries and a variety of publicly funded organizations, covering a wide range of topics (for example, early learning, mines safety, food safety, trades training, anxiety awareness, invasive species, and the Great Bear Rainforest).

## Our delivery platforms

OSBC provides web or LMS hosting through secure, Canadian-based servers. LearnSpace is our LMS solution for course and program hosting and includes enhanced learning management features on a platform designed for work environments.

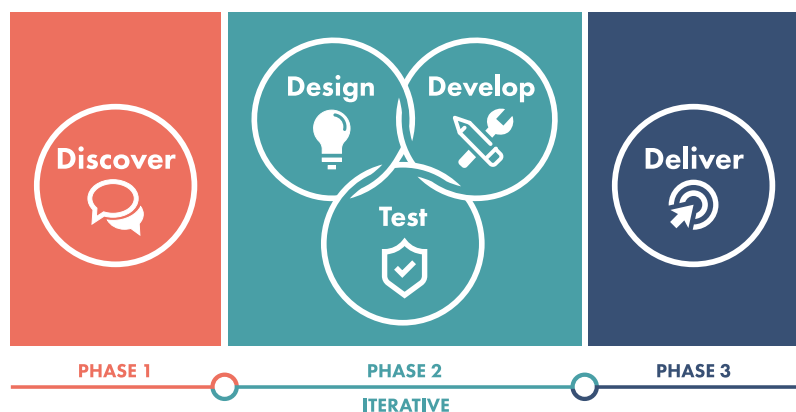
We adhere to BC's strict privacy rules (FOIPPA) and have robust security settings in place to protect data. OSBC has an approved Privacy Impact Assessment (PIA) and Security Threat and Risk Assessment (STRA) for its servers and LearnSpace.

Already have a hosting solution? No problem! We can develop materials to meet your requirements and pass them over to your hosting provider.






## Our approach

We work closely with clients to ensure mutual understanding and agreement at every step of our 3-phased approach.

Most projects move through all three phases, but some use only a part. For example, we can host your existing content (Deliver) or just provide instructional design for a project (Discover).



A summary of the steps in our approach follows. Find more details on our [website](#).

| Phases  | Activities   | Client responsibilities  |  |
|---|--|--|--|
| Phase 1<br><br>Discover  | <b>Intake discussions:</b> <ul style="list-style-type: none"><li>Identify client and end-user needs</li><li>Discuss output formats and deliverables</li><li>Identify hosting and maintenance needs</li><li>Discuss budget</li><li>Clarify OSBC process</li><li>Identify existing materials</li><li>Establish client and OSBC roles and responsibilities</li><li>Decision by client and OSBC to move ahead with project</li></ul> | Meet to discuss project  |  |
|   | <b>Deliverables:</b> <ul style="list-style-type: none"><li>Project Proposal</li><li>Project Memorandum of Understanding/Contract</li></ul>   | Review/sign-off  |  |
|   | <b>Planning sessions to determine:</b> <ul style="list-style-type: none"><li>Learning needs and objectives</li><li>Content creation and review</li><li>Structure and format</li><li>Components (assessment, art, media, interactivity, etc.)</li><li>Delivery platform</li><li>Technical procedures for access, registration, and hosting</li><li>Schedule and budget</li></ul>  | Ongoing communication and attending planning sessions  |  |
|   | <b>Deliverables:</b> <ul style="list-style-type: none"><li>Instructional Design Plan</li><li>Project Charter</li><li>Amended Project Memorandum of Understanding/Contract</li><li>Hosting Agreement</li></ul>  | Review/sign-off  |  |
| Phase 2<br><br>Design  | <ul style="list-style-type: none"><li>Form project team</li><li>Write, review and revise content</li><li>Design, review, and revise presentation and branding</li><li>Design, review, and revise components</li><li>Perform quality assurance checks and evaluate throughout</li></ul>   | Ongoing communication and review/approval of all components  |  |
|   | <br>Develop   | <ul style="list-style-type: none"><li>Develop components (review and revise)</li><li>Develop prototypes (review and revise)</li><li>Develop access/registration process</li><li>Implement sales/specialized processes</li><li>Perform quality assurance, evaluation, and technical testing</li></ul> | Ongoing communication and reviews/approvals                    |
|   | <br>Test  | <ul style="list-style-type: none"><li>Pilot (review and revise)</li><li>Perform quality assurance, evaluation, and technical testing</li><li>Finalize all project components</li></ul>   | Communication, review pilot feedback and final review/approval |
| Phase 3<br><br>Deliver | <b>Deliverable:</b> <ul style="list-style-type: none"><li>Final Product</li></ul>  | Review/sign-off  |  |
|   | <ul style="list-style-type: none"><li>Release access/registration information</li><li>Make project available to end-users</li><li>Conduct project debriefs</li><li>Complete and deliver final evaluation report</li><li>Discuss maintenance agreement</li></ul>  | Attend debrief meeting   |  |
|   | <b>Deliverable:</b> <ul style="list-style-type: none"><li>Evaluation Report</li><li>Maintenance Memorandum of Understanding/Contract</li></ul>   |  |  |

## What it could cost

Following are some estimated costs for each phase of a project to provide a rough idea for budgeting. We can cost out your specific project at the end of Phase 1 after determining all the details. If you're only interested in our hosting and delivery services, please go to page 7.

### Phase 1: Discover

In this phase we meet with you and your team to determine all the project needs. We facilitate planning sessions and produce an Instructional Design Plan which outlines learning objectives, intended audience, content structure, media formats, delivery platform, and technical considerations. We also create a Project Charter detailing timelines and budget. Depending on the complexity of the project, the cost for this phase is typically \$12,000 to \$20,000.

### Phase 2: Design/Develop/Test

In this phase we use an iterative approach to create all project components using the Instructional Design Plan as our guide. Throughout, we conduct quality assurance checks and technical tests. Costs depend on the course design—the level of learner interactivity and the complexity of the components (interactive media, video, images, audio, etc.).

|        | Interactivity  | Component complexity  | OSBC examples   |
|--------|--|---|---|
| Basic  | Learners have limited control over their learning experience, progressing through materials on a set linear path.  | Basic content is text and images, but may also include test questions, audio, and links to video.                           | <ul style="list-style-type: none"><li>• <a href="#">FOIPPA</a></li><li>• <a href="#">Learning to be Anti-Racist</a></li><li>• <a href="#">Introducing the Early Learning Framework</a></li></ul>  |
| Medium | Learners have some control over their learning experience through interaction with materials. For example, reinforcement activities that allow learners to perform virtual "try it" exercises. | Basic level content plus 25% (or more) interactive activities. May also include custom artwork, audio, and basic video.     | <ul style="list-style-type: none"><li>• <a href="#">Backcountry Camping Group Leader Training</a></li><li>• <a href="#">Introduction to Invasive Species</a></li><li>• <a href="#">Selecting Learning Resources for the Classroom</a></li></ul> |
| High   | Learners have greater control over their learning experience as materials are more customized and sophisticated.   | More advanced and custom interactions, that may include complex video, audio, stories, branching scenarios, and multimedia. | <ul style="list-style-type: none"><li>• <a href="#">Caring about Food Safety</a></li><li>• <a href="#">Home Landscape Pesticide Use</a></li></ul>   |

## Project Development Pricing

Based on the interactivity/complexity, the following table provides approximate costs for one hour of learning design/development (at time of writing). It does not include the costs for authoring content, administrative services, project planning or hosting.

| Description  | Level of learner interactivity/component complexity |                             |                             |
|--|---|-----------------------------|-----------------------------|
|  | Basic   | Medium                      | High                        |
| <b>Project management</b> <ul style="list-style-type: none"><li>• Content management (edits, reviews, instructional design)</li><li>• Budget/timeline management</li><li>• Communication/coordination</li><li>• Evaluation</li></ul>                                 | \$4,000 to \$10,000                                 | \$10,500 to \$20,000        | \$20,000 to \$25,000        |
| <b>Learning design/development</b> <ul style="list-style-type: none"><li>• Instructional design</li><li>• Presentation design</li><li>• Component design</li><li>• Media development</li><li>• Production</li><li>• Technical testing</li><li>• IT support</li></ul> | \$8,000 to \$15,000                                 | \$15,500 to \$25,000        | \$26,000 to \$45,000        |
| <b>Range of cost</b><br><i>Per hour of training</i>  | <b>\$12,000 to \$25,000</b>                         | <b>\$26,000 to \$45,000</b> | <b>\$46,000 to \$70,000</b> |

### References

Chapman Alliance. (2010). *How Long Does it Take to Create Learning?* <http://www.chapmanalliance.com/howlong/>

Pappas, Christopher. (2015, April 18). *What Is eLearning Interactivity?*. <https://elearningindustry.com/elearning-interactivity-the-ultimate-guide-for-elearning-professionals>

## Content costs

Most projects start with written words. Some use existing resources as a starting point, while others begin with nothing at all. When assessing the amount of work needed, important factors to consider include the content's suitability for instruction, the target audience, and the chosen delivery medium. With so many variables, it is difficult to provide a typical cost for written content. As a rough guideline, writing and substantive editing costs are approximately \$100 to \$150 per hour.

## Phase 3: Deliver

In the final phase we launch the completed project and facilitate debrief sessions to evaluate how the project went for everyone. Projects differ in how they are delivered to the learner and OSBC can help with a variety of solutions.

We also offer custom solutions; we'd love to chat about what you're looking for!

| Delivery requirement  | OSBC solution                                      |
|---|--|
| Easily available to all learners  | Website  |
| Reports on the number of learners accessing an open site  | Website with analytics                             |
| Only available to specific learners, password protected   | LearnSpace, Standard                               |
| Learners self-register to a password protected course   | LearnSpace, Standard with self-registration option |
| Learner progress tracking, certifications, programs, custom reports, and other management tools | LearnSpace, Standard                               |
| Learners pay a fee to access  | LearnSpace, E-commerce                             |

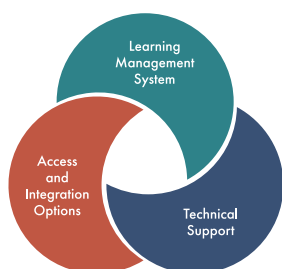
In Phase 1, we'll help you determine the best delivery option for your project. We'll implement and test that solution in Phase 2 and launch in Phase 3. In Phase 3 we'll also discuss setting up a content maintenance agreement to keep your project up to date.

# Hosting and Delivery Services

OSBC provides solutions to meet all your course delivery needs. We can host a simple, open website on our web servers or address more complex needs through LearnSpace, our LMS System. All our solutions are FOIPPA compliant, Canadian-based, and include support from our technical team.

LearnSpace is our three-part solution including a learning management system, custom access and integration options, and dedicated technical support.

## LearnSpace



Benefits of using LearnSpace include:

- No procurement (you can contract directly with OSBC)
- Compliance with FOIPPA regulations and an approved PIA
- Authentication for both public and BC Government users (IDIR)
- All back-end server administration work is handled by OSBC

Moodle Workplace is LearnSpace's Learning Management System (LMS), designed for work environments. It offers:

- WCAG 2.1 AA accessibility compliance
- Private Tenancy — your organisation's data and users are contained in your own area where you have:
  - » Admin access to your tenant
  - » Ability to add your organisation's branding
- Built-in tools to manage courses and learners, including:
  - » Organisation management
  - » Custom report builder
  - » Programs/learning paths
  - » Certification Management
  - » Appointments

LearnSpace has a few options to meet your needs:

- Standard: Access to a private area (tenant) to manage your users, courses, programs, and certifications. Automated enrolment can be added on.
- E-commerce: Similar features to Standard but with the ability to sell your courses in our shopping cart with the option to collect royalties to help support future development/updates.
- Custom: We'd love to discuss your needs! LearnSpace is a powerful, customisable system so we may be able to create a special hosting solution for you.

## LearnSpace Pricing

|   | Standard                                     | E-commerce                               |
|---|--|--|
| <b>Setup Fee</b><br>A one-time fee to setup your tenancy, branding, and billing.  | \$1000                                       | \$1000                                   |
| <b>Additional Fees</b><br>Some options have additional setup fees.  | \$250 setup fee per Automated Enrolment link | \$500 setup fee per E commerce offering  |
| <b>Automated Enrolment</b><br>We create a link for your training. Learners use the link to register and enrol themselves. | Optional<br>\$5 per registration             | ✓  |
| <b>Shopping Cart</b><br>Paywall access to your training in our online shopping cart.                                      |  | ✓  |
| <b>Royalties</b><br>Generate revenue selling access to your training in our shopping cart.                                |  | ✓  |
| <b>Active User Billing</b><br>Per logged-in user for each contract year.  | Client pays<br>\$15 per active user per year | Learner pays<br>\$25 min per course seat |
| <b>Storage</b><br>We include 10 GB of storage with every package.   | \$4 per GB above 10 GB                       | \$4 per GB above 10 GB                   |
| <b>Support Desk</b><br>Our support desk is available Monday to Friday 8:30 am – 4:30 pm.                                  | Client, Admin Support                        | Client, Admin, and Learner Support       |
| <b>Level 1 Support</b><br>40 tickets or 10 hours of support.  | ✓  | ✓  |
| <b>Level 2 Added Support</b><br>Additional 120 tickets or 30 hours of support.  | \$3,000                                      | \$3,000                                  |
| <b>Level 3 Added Support</b><br>Additional 140 tickets or 55 hours of support.  | \$5,500                                      | \$5,500                                  |



Here are some pricing examples:

| Client A: Standard |                               |
|--------------------|-------------------------------|
| Year 1:            | Fees                          |
| One time seup fee  | \$1,000                       |
| 300 users per year | $300 \times \$15/\text{user}$ |
| 5 GB storage used  | included                      |
| <b>Total fees:</b> | \$5,500                       |
| Year 2:            | Fees                          |
| 300 users per year | $300 \times \$15/\text{user}$ |
| 5 GB storage used  | included                      |
| <b>Total fees:</b> | \$4,500                       |

| Client B: E-commerce             |                  |                     |
|----------------------------------|------------------|---------------------|
| <b>Shopping Cart</b>             |                  |                     |
| 3 courses @ \$35 per course seat | \$25 / seat      | + \$10 royalty      |
| Year 1:                          | Fees             | Royalties           |
| One time setup fee               | \$1,000          |                     |
| 3 × E-Comm. course setup         | $3 \times \$500$ |                     |
| 400 users                        | included         | $400 \times \$10$   |
| 21 GB storage                    | $11 \times \$4$  |                     |
| <b>Total:</b>                    | \$2,544          | \$4,000             |
| <b>Balance:</b>                  |                  | \$1,456             |
| Year 2:                          | Fees             | Royalties           |
| 1,500 users                      | included         | $\$1,500 \times 10$ |
| 21 GB storage                    | $11 \times \$4$  |                     |
| <b>Total:</b>                    | \$44             | \$15,000            |
| <b>Balance:</b>                  |                  | \$14,956            |

## Client C: Standard with Automated Enrolment

Add-ons:

- Automated Enrolment
- Level 2 Support

| Year 1:                            | Fees              |
|------------------------------------|-------------------|
| One time setup fee                 | \$1,000           |
| Automated registration link        | \$250             |
| 900 users                          | $900 \times \$15$ |
| 300 users with automated enrolment | $300 \times \$5$  |
| 8 GB storage used                  | included          |
| Level 2 support                    | \$3,000           |
| <b>Total fees:</b>                 | <b>\$19,250</b>   |
| Year 2:                            | Fees              |
| 900 users                          | $900 \times \$15$ |
| 200 users with automated enrolment | $200 \times \$5$  |
| 8 GB storage used                  | included          |
| Level 2 support                    | \$3,000           |
| <b>Total fees:</b>                 | <b>\$17,500</b>   |

## Appendix A: Awards Received

### Project Awards

| Award   | Project   | Year |
|---|---|------|
| <b>Canadian Network of Innovation in Education</b>  |   |      |
| Award of Excellence and Innovation in the Integration of Technology in Instructional Design/Teaching and Learning | <a href="#"><u>Strong Start BC: Exploring the Reflecting on Quality Tool</u></a>      | 2016 |
| Award for Excellence and Innovation in the Integration of Technology in the K-12 Classroom                        | <a href="#"><u>Bamboo Shoots: Chinese Canadian Legacies in BC</u></a>                 | 2016 |
| Award of Excellence and Innovation in the Integration of Technology in the K-12 Classroom                         | <i>Inclusion Outreach e-Mentoring Program</i>   | 2015 |
| Award of Distinction—Best Overall Production  | <a href="#"><u>Will's World</u></a>   | 2009 |
| Interactive Award of Excellence   | <a href="#"><u>Will's World</u></a>   | 2009 |
| Interactive Award of Merit  | <i>Being Victoria</i>   | 2009 |
| Award of Distinction—Best Overall Production  | <a href="#"><u>Sound and Light</u></a>  | 2008 |
| Interactive Award of Excellence   | <a href="#"><u>Sound and Light</u></a>  | 2008 |
| Interactive Award of Merit  | <a href="#"><u>Treaty Simulation</u></a>  | 2008 |
| <b>European Association for the Education of Adults</b>   |   |      |
| Grundtvig Award for an outstanding project in Adult Learning  | <i>English as a Second Language Settlement Assistance Program</i>                     | 2011 |
| <b>IFEH 11th World Congress on Environmental Health</b>   |   |      |
| Environmental Health Review Award   | <a href="#"><u>Caring About Food Safety</u></a>                                       | 2010 |
| <b>Premier's Innovation and Excellence Awards</b>   |   |      |
| Provincial Finalist, Organizational Excellence, Partnerships  | <a href="#"><u>Chinese Historical Wrongs Apology and Legacy Initiatives</u></a>       | 2017 |
| Regional Winner, Organizational Excellence  | <a href="#"><u>Open School BC: Serving the Public, Serving the Public Service</u></a> | 2016 |
| Regional Finalist, Innovation   | <a href="#"><u>Caring About Food Safety</u></a>                                       | 2010 |

### Work Unit Awards

- In addition to project awards, OSBC has won the *Top Work Unit Award* every year since 2007
- In 2011 and 2016, OSBC was designated one of the *10 Best Places to Work in the BC Government*

# Appendix B: Client List

## BC Ministries

- Agriculture and Food
- Children and Family Development
- Citizens' Services
- Education and Child Care
- Energy, Mines and Low Carbon Innovation
- Environment and Climate Change Strategy
- Finance
- Forests
- Health
- Post-Secondary Education and Future Skills
- Public Safety and Solicitor General
- Tourism, Arts, Culture and Sport
- Transportation and Infrastructure

## Public Agencies, Boards, and Commissions

- |  |  |
|--|--|
| • Asia Pacific Foundation of Canada            | • Focused Education Resources                                    |
| • BC Assessment                                | • FOODSAFE Secretariat   |
| • BC Centre for Palliative Care                | • Government of Canada   |
| • BC Confederation of Parent Advisory Councils | • Great Bear Rainforest Education and Awareness Trust            |
| • BC Housing                                   | • Homeowner Protection Office                                    |
| • BC Public School Employers' Association      | • Inclusion Outreach   |
| • BC School Districts                          | • Skilled Trades BC  |
| • BC Water and Waste Association               | • Junior Achievement BC  |
| • Children of the Street                       | • Ocean Networks Canada  |
| • Community Living BC                          | • Office of the Fire Commissioner                                |
| • Cowichan Community Land Trust                | • Public Service Agency  |
| • Elections BC                                 | • Royal BC Museum  |
| • Elizabeth Fry Society                        | • South Asian Studies Institute, University of the Fraser Valley |