

OpenSchoolBC

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. Our collective skills include instructional design, project management, media design, web design and development, graphic design, video production, and information technology services. We also work with contracted writers, editors, illustrators, media developers and subject matter experts when required.

OSBC uses a collaborative team-based approach on projects to ensure client and end-user needs are met. Our dedication to teamwork is reflected in our guiding principles below.

GUIDING PRINCIPLES

for teamwork at Open School BC



COMMUNICATE

Listen

Learn and practice active listening: concentrate on what's being said, ask questions, clarify.

Resolve

Address any conflict through timely dialogue; be open to give and receive feedback in order to reach resolution.



COLLABORATE

Share

Share information with all team members throughout all project phases.

Understand

Know all team members' roles and responsibilities at the beginning of each project.

Contribute

Contribute to the project by sharing ideas and opinions, giving and receiving feedback, and helping establish reasonable timelines and expectations.



GROW

Appreciate

Look for opportunities to acknowledge small and large successes, with each person's contribution being equally valued.

Keep learning

Seek ongoing education and knowledge sharing at all levels: self, peer to peer, clients, ministry colleagues.

What we do

Using a cost recovery business model, we create award-winning courses and resources for organizations including school districts, ministries, agencies, boards, and Crown corporations. We have experience working with 13+ ministries in government 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

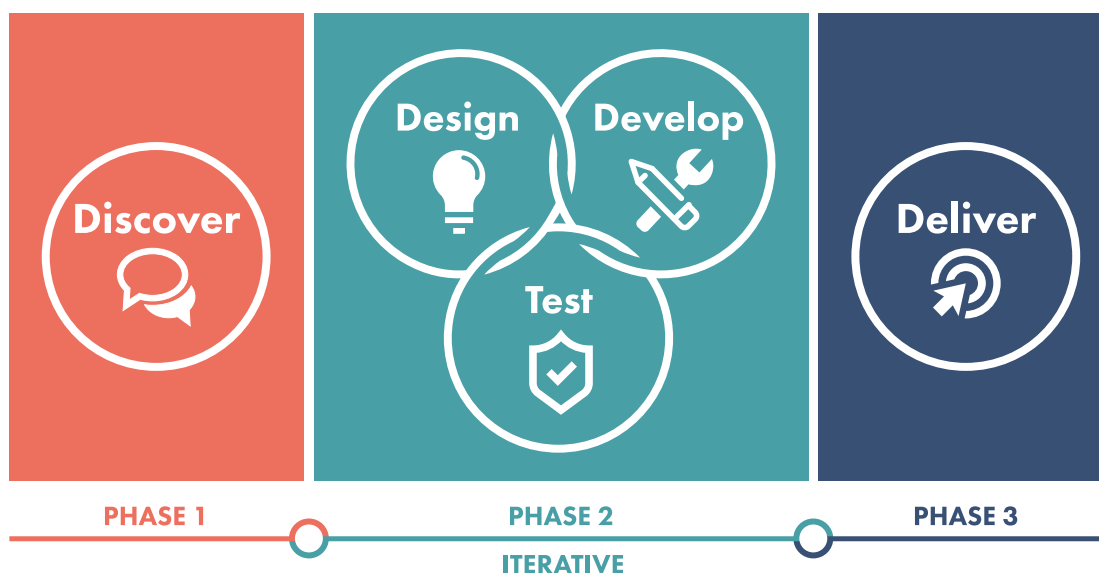
We provide hosting in our Moodle Learning Management System (LMS) or through our secure web servers. Last year we hosted close to 48,000 public sector users in Moodle, one of the most popular LMSs world-wide. Moodle allows us to securely host online courses and track learners' progress and completion. We offer multiple methods for you to offer access to your courses, including an e-commerce enabled shopping cart and a fully automated link-based self-registration system.






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 Moodle platform.

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

Our approach to projects

The following table outlines our three-phase approach, from initial meeting to delivery of the final product. Throughout, we work closely with clients to ensure mutual understanding and agreement at every step. Most projects move through all three phases, but some use only a part. For example, we can host your existing content, create material for you to host, or provide instructional design expertise for your development project.



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

What it could cost

Following are some estimated costs for each phase of a project to provide you with a rough idea for budgeting. We can cost out your specific project at the end of Phase 1 after determining all the details.

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 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">• FOIPPA• Introducing the Early Learning Framework
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">• Backcountry Camping Group Leader Training• Introduction to Invasive Species• Selecting Learning Resources for the Classroom
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">• Caring about Food Safety• Home Landscape Pesticide Use

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
Project management <ul style="list-style-type: none"> • Content management (edits, reviews, instructional design) • Budget/timeline management • Communication/coordination • Evaluation 	\$4,000 to \$8,000	\$9,000 to \$15,000	\$16,000 to \$25,000
Learning design/development <ul style="list-style-type: none"> • Instructional design • Presentation design • Component design • Media development • Production • Technical testing • IT support 	\$7,000 to \$14,000	\$14,000 to \$20,000	\$20,000 to \$45,000
Range of cost <i>Per hour of training</i>	\$11,000 to \$22,000	\$23,000 to \$35,000	\$36,000 to \$70,000

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 \$75 to \$120 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 end-user and OSBC can help with a variety of solutions. Things to consider are listed below.

Delivery platform:

- Learning management system (LMS) through OSBC Moodle (provides learner tracking/registration and other e-learning features)
- Open website through OSBC (no learner tracking or registration)
- System hosted by other provider

Specialized requirements:

- Course fee collection through the OSBC shopping cart
- Tracking course completion for certification
- Exam bank for randomized questions
- Technical support for users
- Ongoing course maintenance

In Phase 1, we'll help you determine the best delivery platform to host your project. We'll implement and test that solution in Phase 2, and launch in Phase 3.

Managed Moodle LMS Hosting

Host your online courses with our reliable, secure and FOIPPA-compliant Managed Moodle Hosting Service. Get access to learning management system (LMS) features such as learner registration and tracking, along with timesaving supports.

Option 1: E-commerce LMS Hosting

List your course(s) on our e-commerce enabled shopping cart, making them available to the public or a targeted audience. Customers purchase one or more seats using a credit card or by signing in with a customer number that charges back to the organization. A registration link is then sent to the customer by email.

Fees:

- Base seat cost = \$35 per seat
- One-time setup fee = \$1,000

Services include:

- Site branding
- Hosting of one (1) course
- E-commerce shopping cart sales
- Help Desk is available Monday through Friday, 8:30 am to 4:30 pm PST
- 10 hours of hosting support. Additional support costs \$95 per hour

Your organization may increase the base per-seat cost and recoup a royalty fee. For example, your course could be priced at \$50 per seat, providing you with a \$15 royalty fee for every seat sold.

Option 2: Self-Registration LMS Hosting

We provide a link for you to share with your learners, which allows them to self-register into one or more of your courses. As learners register, the available user licenses will change. As the purchaser, you can see a record of who has self-registered and the courses they are enrolled in.

Fees:

- Up to 499 users = \$30 per user
- Minimum 500 users = \$25 per user
- One-time setup fee = \$1,000

Services include:

- Site branding
- Hosting of one (1) course
- Help Desk is available Monday through Friday, 8:30 am to 4:30 pm PST
- 10 hours of hosting support. Additional support costs \$95 per hour

Please note:

- Registration link automatically expires 1 year after purchase.
- Open School BC will not refund unused user licenses.
- Open School BC will not grant users extensions to courses.
- Hosting of additional course(s) can be discussed.

Training Website Hosting

Host your stand-alone training website on our FOIPPA (Freedom of Information and Protection of Privacy Act) compliant web servers. Your site will be open to the public with no registration or access restrictions. The annual fee covers hosting and technical support costs.

Fees:

- Website hosting = \$1,000 per year

Appendix A: Awards Received

Project Awards

Award	Project	Year
Canadian Network of Innovation in Education		
Award of Excellence and Innovation in the Integration of Technology in Instructional Design/Teaching and Learning	<u>Strong Start BC: Exploring the Reflecting on Quality Tool</u>	2016
Award for Excellence and Innovation in the Integration of Technology in the K-12 Classroom	<u>Bamboo Shoots: Chinese Canadian Legacies in BC</u>	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	<u>Will's World</u>	2009
Interactive Award of Excellence	<u>Will's World</u>	2009
Interactive Award of Merit	<i>Being Victoria</i>	2009
Award of Distinction—Best Overall Production	<u>Sound and Light</u>	2008
Interactive Award of Excellence	<u>Sound and Light</u>	2008
Interactive Award of Merit	<u>Treaty Simulation</u>	2008
European Association for the Education of Adults		
Grundtvig Award for an outstanding project in Adult Learning	<i>English as a Second Language Settlement Assistance Program</i>	2011
IFEH 11th World Congress on Environmental Health		
Environmental Health Review Award	<u>Caring About Food Safety</u>	2010
Premier's Innovation and Excellence Awards		
Provincial Finalist, Organizational Excellence, Partnerships	<u>Chinese Historical Wrongs Apology and Legacy Initiatives</u>	2017
Regional Winner, Organizational Excellence	<u>Open School BC: Serving the Public, Serving the Public Service</u>	2016
Regional Finalist, Innovation	<u>Caring About Food Safety</u>	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
- BC Assessment
- BC Centre for Palliative Care
- BC Confederation of Parent Advisory Councils
- BC Housing
- BC Public School Employers' Association
- BC School Districts
- BC Water and Waste Association
- Children of the Street
- Community Living BC
- Cowichan Community Land Trust
- Elections BC
- Elizabeth Fry Society
- Focused Education Resources
- FOODSAFE Secretariat
- Government of Canada
- Great Bear Rainforest Education and Awareness Trust
- Homeowner Protection Office
- Inclusion Outreach
- Skilled Trades BC
- Junior Achievement BC
- Ocean Networks Canada
- Office of the Fire Commissioner
- Public Service Agency
- Royal BC Museum
- South Asian Studies Institute, University of the Fraser Valley