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).
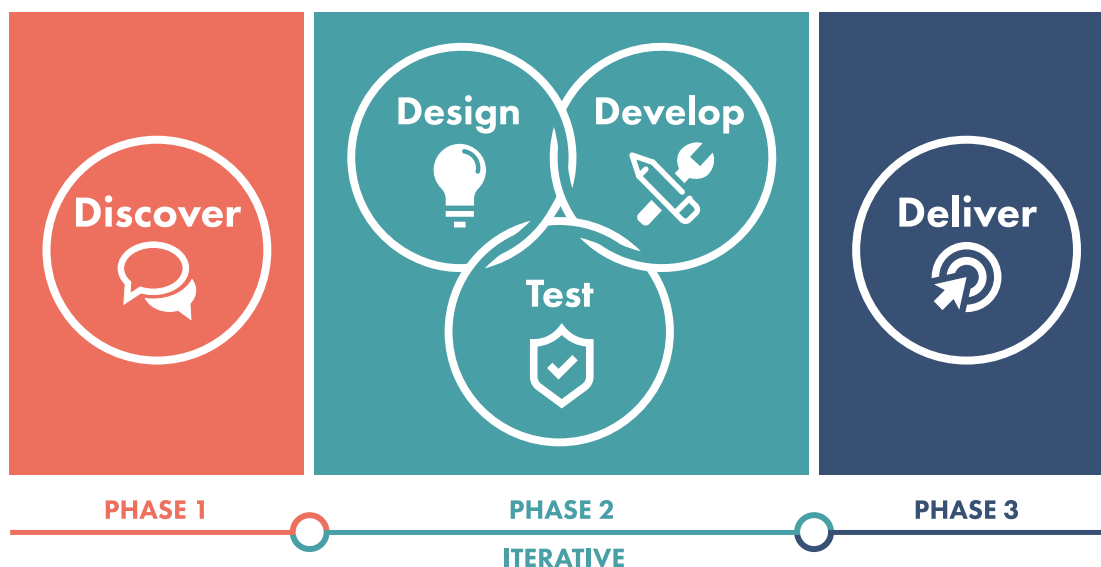
Our delivery platforms

We provide hosting in LearnSpace, our LMS solution, or through our secure web servers. LearnSpace allows for creating courses and programs, tracking learner progress and completion, and many other features. We offer options for learners to access your courses, including an e-commerce enabled shopping cart and 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. Details on all the **project steps** are available on our website.

PHASE 1   PHASE 2   PHASE 3

ITERATIVE

	Phases	Activities	Client responsibilities
Phase 1	**Discover**	**Intake discussions:** • 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: • Project Proposal • Project Memorandum of Understanding/Contract	**Review/sign-off**
		Planning sessions to determine: • 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: • Instructional Design Plan • Project Charter • Amended Project Memorandum of Understanding/Contract • Hosting Agreement (optional)	**Review/sign-off**
Phase 2	**Design**	• 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	• 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	• 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:** • Final Product • Hosting/Distribution Memorandum of Understanding (optional)	**Review/sign-off**
		• 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: • 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.	• 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.	• 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.	• 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 • Content management (edits, reviews, instructional design) • Budget/timeline management • Communication/coordination • Evaluation	$4,000 to $9,500	$10,000 to $20,000	$16,000 to $25,000
Learning design/development • Instructional design • Presentation design • Component design • Media development • Production • Technical testing • IT support	$8,000 to $14,500	$15,000 to $25,000	$26,000 to $45,000
Range of cost *Per hour of training*	**$12,000 to $24,000**	**$25,000 to $45,000**	**$42,000 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 $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 end-user and OSBC can help with a variety of solutions. Things to consider are listed below.

Delivery platform:

- LearnSpace, our Learning management system (LMS) through OSBC (provides learner tracking/registration and many other e-learning and business features)
- Open website through OSBC (no learner tracking or registration)
- Website or LMS hosted by another provider

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. In Phase 3 we'll also discuss setting up a content maintenance agreement to keep your project up to date.

Visit our **website** for information on our hosting options.

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