

Blackboard Operational Consulting



The successful deployment and management of a campus-wide commerce and security management solution requires long-term planning and support from senior campus officials. Learning how to successfully jumpstart a dormant campus program can lead to future revenue and growth opportunities for the university.

Blackboard's Operational Consulting service provides clients with valuable insight into their commerce and security technology deployments and works directly with all levels of the administration to devise short and long term success strategies.

Whether deploying a system for the first time or replacing an existing system, conducting an Operational "Health Check" will help determine the optimum deployment, management and marketing strategies that ensure overall program success.

Consulting Deliverables:

- A detailed campus card system value proposition.
- Site visit report documenting campus needs and opportunities.
- SWOT Analysis - Program strengths, weaknesses, opportunities and threats.
- Return on investment analysis and projection.
- Short and long term objectives.
- Implementation plan.
- "Best Practice" recommendations.
- Special requests of the campus (i.e. job descriptions, contract review, specific operational discussion, unique problem recommendations)
- A comprehensive report of findings and suggestions.
- Meetings with campus stakeholders to understand needs and build interest.

Blackboard Operational Consulting Helps Clients:

- Improve student services on-campus, off-campus and online.
- Build new revenue streams.
- Create cost-saving opportunities.
- Use "Best Practices" to effectively resolve campus problems.
- Establish system awareness among key campus administrators.
- Re-energize dormant programs.





“Having Blackboard here to talk with us about all our revenue opportunities on campus was one of the best consulting values I’ve ever received. Blackboard spent a lot of time with us, for very little money, and gave us a million dollars worth of ideas in their report.”

Mark Cain
*Chief Information Officer,
Cincinnati State Technical
and Community College*

Blackboard consultants will meet with each campus for multiple days to assess the current state of their implementation. Blackboard will also work with card program leadership on campus to schedule key stakeholder and executive-level meetings throughout the visit in order to best determine the needs, problems, opportunities and vision for the program.

In addition, Blackboard will define and document short and long term tactical objectives and suggest a plan to achieve the defined goals. A customized implementation timeline and financial impact illustration will be provided. Further, Blackboard will suggest an assessment process that tracks progress towards achievement of the goals.

Where to Start

1. Strategic Plan Development
2. Campus Communication Strategies
3. Enhancements to Campus Safety Program
4. Event Management and Operations
5. Cash Flow and Cash Control Options
6. On-Line Web Services
7. Off-Campus Opportunities
8. ID & Card Office Operations
9. Dining Services and Campus Store Review
10. Fee and Fine Payment and Collection
11. On- and Off-Campus Vending Overview
12. Printing Control and Management
13. Financial Aid Disbursement and Refund Options

The final Operational Assessment Report includes a brief Executive Summary plus detailed recommendations, strategies, and steps to maximizing the value of their Blackboard commerce and security management solution. This comprehensive report will cover all key issues associated with the visit. It will serve as the guide to both short term solutions and long term strategies.

Getting Results:

Blackboard has provided many institutions with the guidance to achieve their operational and long-term revenue generating goals.

For more information on Blackboard Consulting Services, please contact us at transact@blackboard.com or call 800-528-0465 *2.