

Blackboard Consulting Card Office Leadership Augmentation



Institutions should not underestimate the value of having and maintaining a strong leadership team within the campus card office. Having strong leadership to manage day-to-day operations and create a strategic plan for resolving staff or department changes is important to ensure card program stability and future growth. Strong leadership is a crucial contributor to improved business efficiency, decreased overhead costs, and a better student experience.

Blackboard's Card Office Leadership Augmentation team steps in when campus card leadership changes. This gives the campus time to analyze the current campus card program and devise strategies that will ensure long term program success.

Today's card programs impact numerous services offered on-campus, off-campus and online. Blackboard Consulting can help develop leadership training and succession programs that enable campus operations to run more efficiently through planned change.

Reviewing each campus' unique needs, Blackboard's Card Office Leadership Augmentation team recommends customized actions related to card program resource

allocation, operational strategy, performance objectives and training programs, and are also able to provide hands-on training for new full-time office staff.

Blackboard will also work with the institution to schedule key stakeholder and executive-level meetings 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.



Specific objectives may include:

- ❖ On-site card office management (3 days per week for up to 6 weeks).
- ❖ Creation of a succession management plan.
- ❖ Creation of position description and key responsibilities.
- ❖ Up to 5 days of training for the permanent replacement.
- ❖ Suggestions for operational improvement with leading practices.
- ❖ Establishment of performance objectives.



Blackboard Card Office Leadership Augmentation Service Helps Clients:

- **Develop a long-term management and training program.**
- **Provide a safety backup solution should a key member of the card office team leave.**
- **Save operating costs by creating a viable succession plan, reducing new staff training time and sustaining operational effectiveness.**

Specific Blackboard Deliverables:

- 18 Days of On-Site Evaluation and Consultation
- Documentation of Findings and Observations
- 5 Days of Individual Focused Training for Permanent Employees
- Establish Performance Objectives

The final Card Office Leadership Augmentation Report includes detailed recommendations, strategies, and steps to help clients maximize the impact of their card office leadership team. 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. Ensure your card office's long-term success.

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

