

# Blackboard Consulting Card Program Operations



Card programs are most effective if they can help a campus meet its long-term operational goals. Whether a client has a new card program or wants to improve the effectiveness of a mature one, Blackboard Card Program Operations service provides clients with the essential tools they need to advance their campus card office.

Card programs need direction and planning in order to effectively streamline service delivery on campus. Blackboard helps institutions get their campus card program functioning in a manner that is synchronous with their campus mission. In doing so, the campus card program will be positioned for long-term success.

Whether on-campus, off-campus or online, Blackboard Consulting will help analyze and plan each card program's deployment and then provide long-term strategies for maintaining the card program's success for the future. The end result is improved office efficiency, decreased overhead costs and a better student experience.

Reviewing each campus' unique needs, Blackboard consultants are able to recommend customized actions related to card office resource allocation, operational strategies, performance objectives and effective training programs.

## **Specific objectives may include:**

- Evaluate and suggest resources needed.
- Assist in potential staff evaluation and selection.

- Provision of organizational chart and position descriptions in line with responsibilities.
- Work with Card Office Team to provide initial policy and procedure manual impacting card program.
- Offer leading practice suggestions based on campus specific card office requirements.
- Work with Card Office Team on training objectives and needs.
- Assist in establishment of performance objectives.
- Spend 3 days providing "hands-on" training by working directly in the institution's Campus Card Office.
- Follow-up contact depending upon need and agreement.
- Document and define annual challenges and solutions for program success.



## **Blackboard Card Program Operational Service Helps Clients:**

- **Develop a strategy for card program deployment.**
- **Launch the card program to fit the campus's mission, vision and strategic plan.**
- **Prepare performance objectives for card operations.**
- **Streamline business operations.**



## Specific Blackboard Deliverables:

- DE **Determination of Resource Needs.**
- DE **Organizational Chart and Positions Descriptions.**
- DE **Draft Initial Policy and Procedure Manual.**
- DE **Define Training Objectives and Plan.**
- DE **Create Performance Objectives for each position.**
- DE **3 Days On-site Training.**
- DE **Document Card Production Equipment Options.**
- DE **Final Project Report.**

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

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

The final Card Program Operations Report includes detailed recommendations, strategies, and steps to help clients maximize 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 strategies and goals. Ensure your card office's long-term success.

**For more information about Blackboard Consulting Services, please contact us at [transact@blackboard.com](mailto:transact@blackboard.com) or call 800-528-0465 ext. 2.**

