



Project Overview Statement

Executive Summary

Project Title: “Smart Fees” for e-learning courses
Project ID: 140
Project Leader: Sharon Parker
Department: Instructional Technology
Executive Sponsor: Ken Ross

PROJECT BUSINESS CASE

Project Overview

There are a number of expenses associated with the provision of online and blended courses at BCC. These expenses include Blackboard/WebCT software license fees, provision of a 24x7 help desk for faculty and students, and remote hosting and management services. These expenses are paid for via fees that are collected from students enrolled in online and blended e-learning courses. We are obligated to pay for these services regardless of whether or not we collect fees to offset the expenses associated with e-learning.

At the present time, departmental staff are supposed to add an e-learning fee code to each online and blended e-learning course section at the time that the course is created in CID. Unfortunately, departmental staff do not always know or remember to add the proper fee codes to the courses before students register and pay for courses. This can result in under collection of e-learning fees, and the potential for budgets to go into the red as a result. As the e-learning program continues to grow, it is increasingly impractical and time consuming to continue adding and monitoring e-learning fees in a manual mode.

Therefore, to increase the efficiency and accuracy of the schedule creation process, as well as to ensure full collection of e-learning fees, a “Smart Fee” application process is proposed. Such a process would utilize CID programming to “intelligently” and automatically apply the proper e-learning fees to e-learning course sections/reference numbers based on consideration of credit type, credit hours or contact hours, and the course delivery designator. The automated process would post the proper fees to each e-learning course at the time it is created, and eliminate human errors and omissions (related to e-fees) as a result.

Business Goals

- Reduce fee errors and omissions resulting in full e-learning fee collection
 - Provide for a more accurate and efficient scheduling process for e-learning courses
- Eliminate need to involve multiple departments (cashier, credit & collections, Flexible Learning) in correcting fee omission situations.

Success Factors

Success will be measured by

- 100% accuracy of e-learning fees on all e-learning courses.
- Increased productivity of departmental scheduling staff and Flexible Learning staff
- Elimination of student impacts (cancelled courses, automated withdrawals from courses due to lack of full payment)
- Little to no need to involve other departments (curriculum, Cashier, Credit/Collections)