

27571
ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
SEPTEMBER 7, 2006

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
County of Cook and State of Illinois

Facilitator for District's Strategic Planning Process
City Colleges of Chicago
Academic Affairs

THE CHANCELLOR

REPORTS

that in Board Report# 27285 approval was given to enter into an agreement with Best Practices Training Inc., to perform services as a facilitator for the District's 2011 Strategic Planning Process to improve customer service for City Colleges of Chicago and to develop and implement a set of service standards and practices to enhance the quality of service for the entire City Colleges of Chicago system, and

that Best Practices Training, Inc. specializes in the customized design and facilitation of workshops; Best Practices Training, Inc., proposal includes the following services:

- Select the team members (with mandatory representation from each institution and each departmental function)
- Hold a kickoff meeting to explain the process and to gain commitment
- Define "Service Excellence" in higher education and at City Colleges
- Develop City Colleges' service standards
- Develop City Colleges' service practices
- Develop process of ongoing feedback and continuous improvement
- Develop an ongoing rewards and recognition mechanism for institutions
- Develop an intense, interactive training course and all training materials
- Conduct 2 pilot training sessions and adjust the course as needed
- Conduct Train-the-Trainer workshops to create a large pool of trainers (again, with trainers from each institution each departmental function)
- Deploy training teams to teach the course at each institution to implement the standards and practices

that the estimated cost for the continuation of services to be provided from September 7, 2006 through August 31, 2007 is \$150.00 per hour for an estimated 55 hours per month, based on the following estimated time for each task:

- Meeting Facilitation (estimate 8-20 hours per month)
- Meeting Summaries(estimate 8-20 hours per month)
- Tracking/Communication (estimate 4-10 hours per month)
- Vice Chancellor Debriefing (estimate 2-5 hours per month)

that this procurement of professional services is exempt from the District's competitive bidding requirements; and

that the Office of M/WBE Contract Compliance has reviewed the above professional services agreement with Best Practices Training and has determined that since the above services were previously granted a waiver from compliance with the Board approved Participation Plan, it is recommended that a continuation of the waiver be granted.

THE CHANCELLOR

RECOMMENDS

that the Board of Trustees authorize the Chairman to enter into an agreement with Best Practices Training, Inc. to provide facilitation services for the District's 2011 Strategic Planning Process from September 7, 2006 through August 31, 2007, at a cost not to exceed \$99,000.00.

FINANCIAL

\$99,000.00 – Education Fund 00003-0015501-80000-00000-530000

Respectfully submitted:

Wayne D. Watson
Chancellor