

**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**  
**(Amend Board Report# 27571 Adopted 9/7/06)**

**THE CHANCELLOR**

**REPORTS**

that in Board Report# 27571 adopted September 7, 2006, the Board approved an agreement with Best Practices Training, Inc. in an amount not to exceed \$99,000.00 for Best Practice Training, Inc to provide services as a facilitator for the District's 2001 Strategic Planning Process to improve Customer Services 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; and

that deliverables the firm will have completed by August 31, 2007 will include:

- Selected the team members (with mandatory representation from each institution and each departmental function)
- Held a kickoff meeting to explain the process and to gain commitment
- Defined "Service Excellence" in higher education and at City Colleges
- Developed City Colleges' service standards
- Developed City Colleges' service practices
- Developed process of ongoing feedback and continuous improvement
- Developed an ongoing rewards and recognition mechanism for institutions
- Conducted 2 pilot training sessions and adjusted the course as needed; and

That there is a need to extend the original agreement with Best Practices Training Inc., to perform services as a facilitator for the District's Strategic Planning Process to improve customer service for City Colleges of Chicago and to further develop and implement service standards and practices to enhance the quality of service for the entire City Colleges of Chicago system, and that the services will include:

- Develop an intense, interactive training course and all training materials
- 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
- Assist each College and District Office in setting up their local Service Excellence teams and in developing formal implementation plans for their respective locations
- Develop and deliver customized Service Excellence training for City Colleges Switchboard Operators
- Assist the Service Excellence team in developing programs to introduce the initiative to Administrator faculty, staff, and vendors
- Assist Human Resources in developing a Service Excellence module for the online New Employee Orientation

- Create a formal "Guide to Service Excellence" booklet/document for all City Colleges Employees
- Assist in creating an Implementation Plan for the Strategic goal related to Student Support Services and Service Excellence
- Assist the implementation team in creating Action Plans, Budget, and Reporting Processes for the Strategic goals related to Student Support Services and Service Excellence; and

that the Best Practices Training, Inc. will provide additional services from September 1, 2007 through December 31, 2007 at an hourly rate of \$150.00 per hour for an estimated 60 hours per month, based on the following estimated time for each task:

Meeting Facilitation (estimate of 8-20 hours per month)  
Meeting Summaries (estimate of 8-20 hours per month)  
Tracking/Communication (estimate of 4-10 hours per month)  
Vice Chancellor Debriefing (estimate of 2-10 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 referenced professional services agreement with Best Practices Training Inc., 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 sign an amendment of the agreement with Best Practices Training, Inc. to provide facilitation services for the District's 2011 Strategic Planning Process and Service Excellence from September 1, 2007 through December 31, 2007, at a cost not to exceed \$36,000.

**FINANCIAL** \$36,000.00 – Education Fund 00003-0015501-00084-00000-0000000-532100

**Respectfully submitted:**

**Wayne D. Watson**  
**Chancellor**

**August 9, 2007 - Academic Affairs – District Office**