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ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
FEBRUARY 5, 2015

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
COOK OF COOK AND STATE OF ILLINOIS

EARLY ALERT AND APPOINTMENT MANAGEMENT SYSTEM
EDUCATION ADVISORY BOARD
OFFICE OF STRATEGY AND INSTITUTIONAL INTELLIGENCE -
ENROLLMENT MANAGEMENT
DISTRICT-WIDE
(RENEWAL OPTION)

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair to renew an agreement with Education Advisory Board (formerly ThoughtWright/GradesFirst) to provide an advisor case management system for students for the period from March 1, 2015 through March 1, 2016 at a total cost not to exceed \$122,000 (Board Report #31317).

VENDOR: Education Advisory Board
2445 M St, NW
Washington, DC 20037

USER: City Colleges of Chicago-Advising Offices, Faculty, and Students

ORIGINAL TERM:

The original term of this agreement commenced on March 1, 2012 and shall end on March 1, 2015 with an option to renew for an additional 2 years.

RENEWAL TERM:

This term of this agreement will commence on March 1, 2015 and shall end on March 1, 2016.

SCOPE OF SERVICES:

Education Advisory Board provides a computerized student support system that is integrated with current student systems and provides a much needed set of tools for advisors, tutors, and faculty that help them communicate effectively concerning students' success in the classroom. In addition, the system integrates with current systems and the implementation process met the deliverables timeline set to effect students beginning the Summer 2012 semester.

The product provides:

- Advisors with a central location for documentation of all communications with students. Advising offices with the ability to develop early alert campaigns for multiple cohorts of students with easy to use interfaces.
- Advisors and faculty with the ability to communicate with each other easily concerning at-risk behaviors and keep track of all interventions taken as a result.

- Administrators with access to reports that will allow them to monitor usage of the system.
- Appointment scheduling features, both online and from any computer which can be used as a kiosk.
- Tutor management tools, attendance tracking tools, and communication tools that seamlessly integrate email, two-way texting, voicemail and social media communications.

BENEFIT TO CITY COLLEGES OF CHICAGO:

The system provides student support service personnel with the ability to implement a case-management advising model. In addition, students have access to online, phone, and mobile device services. The tools in the system were the most comprehensive collection shown by the final vendors and the company has developed customizations as needed in order for the tool to meet the needs of the institution. The interface is user-friendly and gives many people direct access to individual and aggregate student data. While offering what appears to be the state-of-the-art in student support systems, the cost of the system was the most competitive among all of the vendors.

VENDOR SELECTION CRITERIA:

Specifications prepared by District Office Procurement staff were publicly advertised on September 9, 2011 as Request for Proposal ("RFP") DT 1111. The RFP was sent to fifteen (15) vendors and a pre-proposal conference was held on September 21, 2011. Submittals were received on October 17, 2011 from four (4) vendors: 1) GradesFirst; 2) Higher Technology; 3) Hobsons; 4) Starfish Retention Solution, Inc. The three (3) top scoring vendors were selected to make Oral Presentations.

The evaluation committee individually scored each proposal and each Oral Presentation. After combining all evaluation scores, GradesFirst ranked the highest and is recommended based upon the following criteria:

1. Experience in the installation, support and maintenance of comparable student support systems for higher education organizations.
2. Favorable recommendations from referenced clients where similar services are being or have been performed.
3. Overall quality and completeness of response.
4. The costs associated with the installation, support and maintenance for installing devices, programs or software, servers, training, support and maintenance of the system and any related additional expenses that may be incurred.
5. The Respondent's ability and intent to participate in and meet or exceed the District's M/WBE Plan.

MBE/WBE COMPLIANCE:

The Office of M/WBE Compliance has reviewed the above renewal request and recommends a waiver of the Board Approved Participation Plan due to the nature of the services ("computerized student support system") and the absence of subcontracting opportunities.

GENERAL CONDITIONS:

Inspector General- It shall be the duty of each party to the agreement to cooperate with the Inspector General for City Colleges of Chicago in any investigation conducted pursuant to the Inspector General's authority under Article 2, Section 2.7.4(b) of the Board Bylaws.

Ethics – It shall be the duty of each party to the agreement to comply with the applicable provisions of the Board's Ethics Policy adopted January 7, 1993, and as amended by the Board.

Contingent Liability – Pursuant to Section 7-14 of the Illinois Public Community College Act, all agreements authorized herein shall contain a clause that any expenditure beyond the current fiscal year is subject to appropriation in the subsequent fiscal year.

FINANCIAL:

Total: \$122,000

Charge to: Enrollment Management

Source of Funds: Education Funds

FY15: 530000-00003-0017002-80000

Respectfully submitted,

Cheryl L. Hyman
Chancellor

February 5, 2015—Office of Strategy and Institutional Intelligence

