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ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
FEBRUARY 7, 2019

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

EARLY ALERT AND APPOINTMENT MANAGEMENT SYSTEM EAB OFFICE OF INFORMATION TECHNOLOGY (AMENDMENT TO BOARD REPORT #32852 ADOPTED ON DECEMBER 10, 2015) DISTRICT WIDE

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair to execute, upon final approval of the General Counsel of the legal form of such agreements, an amendment to the agreement with EAB (formerly Education Advisory Board and ThoughtWright/GradesFirst) to provide an advisor case management system for students for the period from March 1, 2019 through February 28, 2021 at a total additional cost not to exceed \$304,500.

VENDOR: EAB
2445 M Street, NW
Washington, DC 20037

USER: District Wide

TERM

The amendment shall commence on March 1, 2019 and end on February 28, 2021.

SCOPE OF SERVICES:

EAB provides licensing and support for 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.

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 to 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 EAB has developed customizations as needed in order for the tool to meet the needs of City Colleges of Chicago. The interface gives authorized staff direct access to individual and aggregate student data.

To maintain current and necessary levels of service to students, the current systems must be maintained until new systems can be procured and implemented. In addition, the two year renewal will allow City Colleges of Chicago to conduct a robust procurement process for like services and either affirm EAB as the best solution going forward or have fully implemented and transitioned to a new system.

VENDOR SELECTION CRITERIA:

While City Colleges reviews their entire portfolio of academic systems, it is recommended that we extend the existing contract with EAB to continue to provide continuity of licensing and support.

The purchase of software, pursuant to the State law is exempt from the District’s competitive bidding requirements.

MBE/WBE COMPLIANCE:

The Office of Contract Compliance has reviewed the above renewal request and recommends a continued 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: \$304,500

Charge to: Office of Information Technology

Source of Funds: Education Fund

FY19: 530000-00003-0023003-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

February, 7, 2019 - Office of Information Technology