

**34415**

**ADOPTED**

**BOARD OF TRUSTEES OF COMMUNITY COLLEGES DISTRICT NO.508  
COUNTY OF COOK AND STATE OF ILLINOIS - FEBRUARY 3, 2022**

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

**QUALTRICS EXPERIENCE MANAGEMENT PLATFORM  
SHI INTERNATIONAL CORPORATION  
IREPO GRANT  
MALCOLM X COLLEGE**

**THE CHANCELLOR RECOMMENDS:**

that the Board of Trustees authorizes the Chair, upon final approval of the General Counsel as to the legal form of such agreements, to authorize the execution of an agreement with SHI International Corporation for Qualtrics Experience Management and Course Evaluation platforms for the period from December 15, 2021 to November 20, 2023, at a total cost not to exceed \$200,000.

**VENDOR:** SHI International Corporation  
290 Davidson Avenue  
Somerset, NJ 08873

Qualtrics, LLC  
333 W. River Park Dr.  
Provo, UT 84604

**USER:** Malcolm X College

**TERM:** The term of the purchase shall begin on December 15, 2021 and shall end on November 30, 2023.

**SCOPE OF SERVICES:**

SHI will provide MXC with Qualtrics Experience Management (XM), a platform that measures experiences throughout student and faculty journeys and ties them together to produce data dashboards and automated actions to close gaps. The platform includes a Student Experience module that will gather real-time insights throughout the student lifecycle from recruitment through graduation to improve student experiences and identify drivers of satisfaction and retention. It also includes a Faculty and Staff Experience module that will deploy an efficient, closed-loop system to collect and act on faculty and staff sentiment. The platform will also allow MXC to centralize course evaluation data and build a repeatable, automated course evaluation program from design to analysis.

**BENEFIT TO CITY COLLEGES OF CHICAGO:**

Qualtrics Experience Management (XM), will increase student, faculty, and staff satisfaction and engagement. With the platform, MXC will capture student, faculty, and staff feedback at critical touchpoints to identify opportunities for improvement. The platform will also gather feedback at scale and facilitate data analysis with intuitive and tailored tools that provide constant visibility into key metrics, empowering team members to take action.

**VENDOR SELECTION CRITERIA:**

The contract being utilized as a part of Omnia Partners (formerly National IPA) approved under Board Report #29816 and #32583. SHI was awarded in accordance with the procurement procedures as detailed in RFP # 2018011, and approved under Omnia partner contract document # 2018011-02.

**MBE/WBE COMPLIANCE:**

SHI is a reseller authorized to sell the Qualtrics platform. SHI will provide CCC with the platform solution and CCC will execute any necessary licensing agreements with Qualtrics. When analyzing the solution in its entirety, the Office of Procurement Services recommends a waiver of the Board Approved Participation Plan for Qualtrics. The Office of Procurement Services has reviewed the proposed agreement and has found SHI to be in compliance with the Board Approved Participation Plan with a recommended waiver of the WBE goal.

Vendor	MBE or WBE	%	Participation	Certifying Agency
SHI International Corporation 290 Davidson Avenue Somerset NJ, 08873	MBE	100	Direct	National Minority Supplier Development Council

**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:** \$200,000

**Charge to:** Malcolm X College

**Sources of Funds:** IREPO Grant Funds

**FY22:**

**Respectfully submitted,**

**Juan Salgado**

February 3, 2022 – Malcolm X College