

35048
ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
MARCH 7, 2024

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

STUDENT SUCCESS PLATFORM (NAVIGATE)
EAB GLOBAL, INC
DISTRICT OFFICE
THE OFFICE OF ACADEMIC AND STUDENT AFFAIRS

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 EAB Global, Inc. for Navigate/Smart Guidance software and support for the period beginning July 1, 2024 through June 30, 2029, at a total cost not to exceed \$1,120,881.

VENDOR: EAB Global, Inc.
2445 M St. NW
Washington, DC 20037

USER: District-Wide

TERM:

The term of this agreement shall begin on July 1, 2024 and shall end on June 30, 2029.

SCOPE OF SERVICES:

EAB provides licensing and support for an enterprise level technology, integrated with City Colleges' student information system, which links administrators, advisors, deans, faculty, other staff, and students in a coordinated care network designed to proactively manage student success. The scope includes implementation services to migrate from EAB's end-of-life GradesFirst platform, which no longer receives updates or increased functionality, to their new Strategic Care module, which is part of EAB's Navigate platform. Our implementation has been underway since summer 2020.

The product provides:

- Student services appointment scheduling (group and individual)
- Creating and storing appointment summaries for student services delivered
- Making alerts and referrals to link students to services
- Student-facing function to raise alerts on themselves and connect with services
- Student-facing mobile application
- Peer-to-peer connection built around current courses
- Mass-email and mass-texting to students
- Simple and complex student surveys linked to respondents' profiles and IDs

- Reports for CCC staff and administrators
- Analytical tools to evaluate the impact of specific services and outreach campaigns
- Search, list, and tagging tools for segmenting student populations based on a number of academic and personal elements

BENEFIT TO CITY COLLEGES OF CHICAGO:

GradesFirst has been in use at CCC since 2012 and is critical to City Colleges’ Student Success Framework approach to strategic engagement and caseload advising model, faculty generated “early alerts,” scheduling for student services like advising, tutoring, and financial aid guidance, and attendance taking. GradesFirst was acquired by EAB in 2015 and became the core for EAB’s student success system Navigate. We migrated to Strategic Care in 2020, and it has enabled City Colleges to take advantage of ongoing updates and feature enhancements. We can now capture and respond to student needs and interests through polls and surveys. The “care unit” structure has been expanded to new business operations which allow all student service areas to be aligned for the support framework (previously limited to tutors and advisors). Adult Education instructors, students, and staff are being incorporated into the tool to facilitate students’ success and transition into credit programs as well. The Navigate software and student-facing “Smart Guidance” mobile application are integral to the efforts to create an exceptional experience for all students at CCC.

VENDOR SELECTION CRITERIA:

The purchase of software, pursuant to the State law is exempt from the District’s competitive bidding requirements. The exemption allows for continuity of licensing and support required for existing operations.

MBE/WBE COMPLIANCE:

The Office of Procurement Services has reviewed the proposed compliance plan and has determined that the vendor has complied with the Board Approved MBE/WBE Contract Participation Plan with a recommended full 25% waiver of the MBE goal.

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Participation</u>	<u>Certifying Agency</u>
Balboa Travel, Inc. 5414 Oberlie Drive, Suite 300 San Diego, CA 92121	WBE	7	Indirect	Supplier Clearinghouse

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: \$1,120,881

Charge to: The Office of Information Technology

Sources of Funds: Education Fund, Capital Fund

FY25: 53/540000-00003-0023003-80000

53/540000-92015-0023003-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

March 7, 2024 – The Office of Academic and Student Affairs