

**35725**  
**ADOPTED-BOARD OF TRUSTEES**  
**COMMUNITY COLLEGE DISTRICT NO. 508**  
**DECEMBER 4, 2025**

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

**STUDENT SURVEY TOOL**  
**CARASOFT TECHNOLOGY CORP.**  
**OFFICE OF INSTITUTIONAL ADVANCEMENT**  
**DISTRICT WIDE**

**THE CHANCELLOR RECOMMENDS:**

that the Board of Trustees authorizes the Chair, upon final approval of the General Counsel of the legal form of such agreement, to enter an agreement with Carahsoft Technology Corporation to provide a district-wide license to Qualtrics Customer Experience (CX) Management for the period beginning no sooner than December 15, 2025 and ending no later than December 14, 2028 at a total cost not to exceed \$716,191.65 for the term of the agreement.

**VENDOR:** Carahsoft Technology Corp.  
11493 Sunset Hills Road, Suite 100  
Reston, VA 20190

**USERS:** District-wide

**TERM:**

The term of the agreement shall commence on December 15, 2025, and end no later than December 14, 2028.

**SCOPE OF SERVICES:**

City Colleges of Chicago (CCC) seeks to leverage the Qualtrics Customer Experience (CX) management Software to streamline and enhance the collection, analysis, and reporting of student course feedback. This expanded license will enable City Colleges to administer standardized surveys across courses, in alignment with CBAs, ensuring equitable and consistent opportunities for students to share their experiences. The platform will support multi-channel survey distribution—including email, text, and integration with Brightspace—and allow students to respond in their preferred language, thereby amplifying student voice and fostering a culture of belonging. Faculty and staff will benefit from automated communications, customizable dashboards, and timely access to actionable insights, supporting continuous improvement in teaching and learning.

**BENEFIT TO CITY COLLEGES OF CHICAGO:**

Qualtrics will provide robust analytics and reporting tools that summarize sentiment and key themes, enabling instructors, department chairs, and administrators to review feedback at multiple levels—individual, departmental, and district-wide. The system will facilitate transparent, data-driven decision-making and support strategic initiatives aimed at improving course success rates and student satisfaction. Customizable dashboard views and permissions will ensure that feedback is accessible to relevant stakeholders while maintaining confidentiality. This approach aligns with the institution's commitment to excellence, equity, and student-centered practices, and will strengthen the district's ability to respond to student needs and drive ongoing improvement in academic quality.

**VENDOR SELECTION CRITERIA:**

The vendor being utilized is part of our participation in various purchasing consortiums to leverage the

aggregate purchasing power of the community colleges in Illinois. Pursuant to Board Report #29816 and #32583, the Board approved the use of the OMNIA purchasing consortium. Carahsoft Technology Corp. was awarded in accordance with the procurement procedures as detailed in RFP #23-6692 and approved under OMNIA Partners purchasing consortium Contracts #R240303.

**MBE/WBE COMPLIANCE:**

The Office of Procurement Services has reviewed the proposed compliance plan and recommends a full waiver of the Board Approved MBE/WBE Contract Participation Plan due to the nature of the agreement (software licenses) 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:** \$716,191.65

**Charge to:** Office of Information Technology

**Source of Funds:** Education Fund and Capital Fund

**Budget Line:**

**FY26:** \$241,801.35 - 540000-92015-xxxxxxx-80000-9010126xx

**FY27:** \$232,022.85 - 530000/540000-00003-xxxxxxx-80000

**FY28:** \$242,367.45 - 530000/540000-00003-xxxxxxx-80000

**Respectfully submitted,**

**Juan Salgado  
Chancellor**

**December 4, 2025 - Office of Institutional Advancement**