

**35542**  
**ADOPTED – BOARD OF TRUSTEES**  
**COMMUNITY COLLEGE DISTRICT NO. 508**  
**JUNE 5, 2025**

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

**COLLEGE CREDENTIAL SERVICES**  
**INSTRUCTURE, INC. (FORMERLY PARCHMENT, LLC)**  
**OFFICE OF ACADEMIC AND STUDENT AFFAIRS**  
**(RENEWAL TO BOARD REPORT #35106)**

**THE CHANCELLOR RECOMMENDS:**

that the Board of Trustees authorizes the Chair, upon final approval of the General Counsel of the legal form of such agreements, to exercise an agreement with Instructure, Inc. to provide college credential services for the period from July 1, 2025, through June 30, 2026, at a total cost not to exceed \$87,000.

**VENDOR:** Instructure (formerly Parchment, LLC)  
6330 S 3000 E, Suite 700  
Salt Lake City, UT 84121

**USER:** District Wide

**ORIGINAL TERM:**

The term of the purchase commenced on July 1, 2020 and ended on June 30, 2024, with an option to renew for five (5) additional one-year periods.

**FIRST RENEWAL TERM:**

The first renewal in accordance with board report 34851 commenced on July 1, 2023, and ended on June 30, 2024, with an option to renew for four (4) additional one-year periods.

**SECOND RENEWAL TERM:**

The second renewal in accordance with board report 35106 commenced on July 1, 2024, and ended on June 30, 2025, with an option to renew for three (3) additional one-year periods.

**THIRD RENEWAL TERM:**

In accordance with Board report 34010, the third renewal term shall commence on July 1, 2025, and shall end on June 30, 2026, leaving an option to renew for two (2) additional one-year periods.

**SCOPE OF SERVICES:**

Instructure, Inc. will provide a streamlined process for order and fulfillment of digital and paper credentials including Diploma (degree), Certificates, GECC Credential, and Historical degrees and certificates). The services will include but are not limited to:

- Allow students to receive one hard copy and one secure digital diploma, certificate, or GECC Credential when they complete a credit program at CCC.
- Allow students to request and pay for re-prints (beyond the first) directly through the vendor website
- Allows current students and alumni to create an account and easily request their credential
- Produce college specific credentials
- Allows real time digital credential issuing and mailing notifications
- Allow CCC to monitor the claim rate of credentials
- Verify mailing address and issue direct mailing to students
- Hold distribution if student has a financial hold with CCC
- Provide secure storage of unissued credentials
- Access to an Account Executive who will provide support for each college
- Maintain FERPA compliance

#### **BENEFIT TO CITY COLLEGES OF CHICAGO:**

Instructure has the ability to print, manage, and distribute paper and digital credentials, including: diplomas, advanced and basic certificates, GECC Credential, and historical awards. This gives students the opportunity to request their credential electronically and provides a speedy turnaround time for credential issuance.

#### **VENDOR SELECTION CRITERIA:**

Specifications prepared by District Office Procurement staff were publicly advertised on February 6, 2020 as Request for Proposal ("RFP") SN2002. Said RFP was sent to five (5) vendors and a preproposal conference was held on February 12, 2020. Submittals were received from the following vendor: Instructure, Inc., formerly known as Parchment, LLC

The evaluation committee reviewed the responses and recommended Parchment LLC as the most responsible and responsive bidder based on the criteria set forth in the RFP that included:

1. Past experience with higher educational institutions/Years of experience/References
2. Operation Plan/Ease of use/Services offered
3. Functional and technical requirements as outlined in the scope of services, including viability of implementation
4. Dedicated support after implementation/Outline of type of support services offered to students and staff
5. Fee/Cost proposal
6. MBE/WBE Compliance

**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 (subscription services) 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:** \$87,000

**Charge to:** Academic Affairs

**Source of Funds:** Education Fund

**Budget Line:** 540000-00003-0000141-80000

**Respectfully submitted,**

**Juan Salgado,  
Chancellor**

**June 5, 2025 – Academic Affairs**