

**APPROVAL OF CONTRACT FOR STUDENT HELP/SUCCESS CENTER
CALL CENTER SUPPORT SERVICES**

RESOLUTION NUMBER 2020-12

WHEREAS, Ivy Tech Community College (the “College”) continues to receive hundreds of thousands of telephone, electronic and website inquiries from current and prospective students,

WHEREAS, these current and prospective students expect customer service to be available during times which are not regular business hours, and

WHEREAS, the College desires to continue to provide exceptional customer service to its current and prospective students in an efficient, cost effective and secure manner, and

WHEREAS, Blackboard, Inc. developed a suite of services to meet the objectives of the College described above and the College entered into a contract with Blackboard in 2012, and

WHEREAS, the services under the contract includes managing inbound contacts from current and prospective students and services designed to inform, engage and direct students through different College processes, and

WHEREAS, during the eight-plus (8+) years of services with Blackboard the College has seen improved customer service ratings and the ability to efficiently handle the large volume of inbound interactions while improving and increasing outreach efforts, and

WHEREAS, Blackboard, Inc. has proposed to continue the partnership with an agreement and provide the same types of services to the College, adjusting the amount of outbound outreach as campuses further develop the capacity to do so locally and decrease current pricing by over \$2,000,000 for the three guaranteed years at the following contracted rates:

Year 1 (July 1, 2020 to June 30, 2021): \$4,700,000.

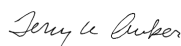
Year 2 (July 1, 2021 to June 30, 2022): \$4,700,000.

Year 3 (July 1, 2022 to June 30, 2023): \$4,700,000.

WHEREAS, the State Board of Trustees must approve any contract by the College exceeding \$500,000 unless the obligation was previously approved by the Board through the allocation of funds.

NOW THEREFORE BE IT RESOLVED, the State Board of Trustees authorizes and directs the President of the College and any other appropriate designated College employee to execute a contract commencing July 1, 2020 with Blackboard, Inc. for enrollment management and student support services in an amount not to exceed \$14,100,000 after the documents have been approved by the College General Counsel.

**STATE BOARD OF TRUSTEES
IVY TECH COMMUNITY COLLEGE
OF INDIANA**



Terry Anker 06/06/2020 11:00 EDT



Andrew Wilson 06/04/2020 15:05 EDT

Dated June 4, 2020