

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

**RESOLUTION NUMBER 2023-1**

**WHEREAS**, Ivy Tech Community College (“College”) receives hundreds of thousands of telephone, electronic and website inquiries from current and prospective students, and

**WHEREAS**, these current and prospective students expect customer service to be available during times that 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 (now a part of Anthology) developed a suite of services to meet the objectives of the College and has been providing services to the College since 2012, and

**WHEREAS**, the services include 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 term of engagement with Blackboard, the College has seen improved customer service ratings at the ability to efficiently handle the large volume of inbound interactions while improving and increasing outreach efforts, and

**WHEREAS**, the current Blackboard contract term ends on June 30, 2023; and

**WHEREAS**, even though the partnership with has been beneficial, the College sought proposals for competitive solutions to ensure the best product, services and pricing for the College through a Request for Proposal (RFP) process, and

**WHEREAS**, the RFP process resulted in Blackboard / Anthology offering a \$100,000 annual reduction in the College’s current pricing as well as agreeing to keeping that pricing steady for three (3) years, and

**WHEREAS**, Blackboard / Anthology’s proposal best met the needs of the College and led to the College’s desire to continue the relationship with Blackboard for three (3) additional years as follows:

Year 1 (July 1, 2023 - June 30, 2024): \$4,600,000  
Year 2 (July 1, 2024 - June 30, 2025): \$4,600,000,  
Year 3 (July 1, 2025 - June 30, 2026): \$4,600,000, and

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

**NOW THEREFORE BE IT RESOLVED** that the State Trustees do hereby authorize and direct the President or Treasurer, or other appropriate designated College employee, to execute the contract with Blackboard / Anthology after the documents have been approved by College Counsel.

STATE BOARD OF TRUSTEES  
IVY TECH COMMUNITY COLLEGE  
OF INDIANA



---

Stephanie Bibbs, Chair



---

Kim Emmert O'Dell, Secretary

Dated: February 2, 2023